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ABSTRACT

Situated in the Manor Oaks Elementary School, the Hillside Public Library (HPL) serves as a joint school and public library. At the request of its board of trustees, a comprehensive survey of HPL operations was conducted by the Nassau County Library System. This report presents the findings of this survey, which are to be used in future planning. Narrative descriptions and statistics are used to describe HPL's service area; collection; service programs to children, youth, and adults; physical plant; technical services; and public relations. Seventeen major recommendations resulted from this study including better public relations, improved internal procedures in the areas of book circulation and personnel practices, and a site study for new library quarters. (SL)

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A LOOK AT THE

HILLSIDE PUBLIC LIBRARY

1975

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THE HILLSIDE PUBLIC LIBRARY

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A study conducted by the staff of the Nassau Library System --

February 1975

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PREFACE

Among the many services offered by the state - and county - supported Nassau Library System to the 55 member public libraries within Nassau County is the comprehensive library survey designed to assist Boards in formulating planning goals. During the past two year period the popularity of this service has increased as social service funds shrank nationally with the inflationary trend daily gnawing at the dollar buying power. Seventh on the list of requests for surveys, the Hillside Public Library Board of Trustees voted on the night of March 18, 1974 to officially request a study. Mr. Stanley L. Itkin forwarded the Board's request to Mr. Andrew Geddes, Director of the Nassau Library System, by letter dated April 1, 1974. Mr. Geddes responded to this request on April 9, 1974 with a letter to both the Hillside Public Library Director and the New Hyde Park Public Library Director suggesting that a joint survey be scheduled, as the two libraries serve overlapping jurisdictional units. Such an agreement could not be negotiated however as the New Hyde Park Board preferred an internal and, thus, separate study. As the six other member library requests, which had preceded the Hillside request were completed, the study got underway during the fall months of 1974.

During the early phases of the study, Director Itkin and his staff assembled Board minutes, Director's reports, maps, scale drawings, statistics, etc., while Nassau Library System staff compiled census data, studied previous reports, reviewed facts and figures, etc. to prepare for on-sight visits to the library plant. The last of September and into October, consultants scheduled visits with the Director and staff to add background facts to be used in formulating all recommendations. During this interview period, a building usage study coordinated by the staff was also conducted. After all the information was collected, it was carefully studied and analyzed and then utilized in arriving at conclusions. The recommendations and conclusions contained in this completed report should not be viewed as the ultimate panacea for magically achieving status as a model library. They, in themselves, are not solutions - only beginnings. Each suggestion requires careful consideration and analysis by the Board and staff before acceptance or rejection. Hopefully, the very act of careful scrutiny of all possibilities will serve as the springboard to achieving those goals which have often seemed elusive. Enthusiasm, dedication, and a real commitment to provide the best possible library service for the community will add the spark needed to realize progress.

With the press of staying abreast of daily responsibilities, the moments which can be sacrificed to planning are rare indeed. Consequently, a word of thanks must go to Director Itkin for all the time and energy that he has put into assembling materials, conducting tours, and answering questions. Through all the months of the study, his concern for the welfare of a quality library service program has been evident. Others who gave of their ideas and time to assist in constructing an accurate picture of the community and its present and potential service needs include:

Mrs. Judy Kane, Trustee
Ms. Ellen Makof, School Librarian
Mrs. Alice Sheridan, Secretary to the Director

Mrs. Charlene Noll, Children's Librarian
Mrs. Beatrice Foley, Clerk/Typist
Mrs. Lillian Heinrich, Clerk/Typist
Mrs. Helen Gevlin, Clerk/Typist
Mrs. Helen Vajda, Clerk/Typist
Mrs. Debbie Turchen, Clerk/Typist
Miss Sue Mauter, Page

A completed study of this size represents the time and talents of numerous staff at the Nassau Library System. The consultant and specialist visits made to the Hillside Public Library have already been mentioned. From these interview visits have come written reports which were used as the core around which the study was compiled. Authorship of Chapter VI - Technical Services - belongs to Mr. Pfefferle while Mrs. Glaser is responsible for the contents of Chapter VII. Mrs. Javelin compiled a community organization questionnaire which is referred to in the report. The finished product was drawn from documents, statistics, consultant reports, personal observation, staff interviews, and numerous other sources and was written by Miss Ullom. Those primarily involved in the undertaking were:

Gloria Glaser - Public Relations Consultant
Estelle Goldstein - Adult Services Specialist
Edward Hingers - Audiovisual Consultant
Muriel Javelin - Interagency Consultant
Richard Pfefferle - Chief of Technical Services
Cynthia Randall - Reference Coordinator
Julia Russell - Young Adult Services Specialist,
Age Level Coordinator
Linda Ullom - Administrative Assistant to Director
Barbara Wolfson - Children's Services Specialist

Andrew Geddes, Director
February, 1975

THE SERVICE AREA OF THE HILLSIDE PUBLIC LIBRARY OF NEW HYDE PARK

The Hillside Public Library is a school district library serving New Hyde Park U. F. S. District #5 in the town of North Hempstead. Present boundaries of U. F. S. District #5 place a portion of the district within the town of Hempstead (see Appendix A-1). Included in the boundaries of District #5 are part of the incorporated village of New Hyde Park, the unincorporated community of North New Hyde Park, an area known locally as Hillside Park Oaks, and a segment of the unincorporated community of Garden City Park. Approximately 2.5 square miles are included in the area described. The service area of the Hillside Public Library lies near the midsection of Nassau County, touching borders with the City of New York at a point on the west. Moving from that point north and east, District #5 is coterminous with Great Neck District #7. Continuing east and south, the boundary borders on North Hills, Herricks, and bisects Garden City Park. South from a point on Jericho Turnpike, the area follows the lines of Mineola School District #10 until it arrives at the village boundaries of Garden City which it follows west until the borders of the Village of New Hyde Park give the area shape except for the southwest corner which cuts through the village lines to coincide with the Elmont School District #16 boundaries. From the edge of the New Hyde Park village border on the west to the Queens boundary line, the service area fronts on Floral Park Center for the distance of about 2 blocks. The 1970 population for U. F. S. District #5 is 24,825 and according to estimates made by the Nassau - Suffolk Regional Planning Board in 1969, the population is projected to rise to 25,033 by 1985 - a change of only 208 people.

School District #5 is well served by public transportation - the Metropolitan Suburban Bus Authority maintains routes along Hillside Avenue and Jericho Turnpike with connections into Jamaica for east-west traffic, and north-south traffic is routed on New Hyde Park Road with transfers to Flushing or Far Rockaway. The Long Island Railroad has lines for the Huntington - Port Washington Branch through the District, with the station being in the village of New Hyde Park. And although there are no major parkways or expressways crossing the District, both the Cross Island Parkway and Northern State Parkway are readily accessible by utilizing major thoroughfares in the area. Placement of the library on Hillside Avenue, a main traffic artery, does appear to have some advantages in terms of citizen movement within the District.

Six census tracts are included in New Hyde Park U. F. S. District #5 - 3030, 3027 (pt.), 3028 (pt.), 3029 (pt.), 3032.02, and 4047 (pt.) - thus complicating somewhat the construction of an absolute profile of the area. Median family income in the District ranges from a low of $11,636 in tract 3027 to a high of $14, 523 in tract 3029 as compared with the higher overall Nassau County median of $14,632. The two tracts totally within the District record median family income as $11,926 (tract 3030) and $12,971 (tract 3032.02). In looking at data on the percentage below the poverty level, the range is from a low of 1.7 per cent below (tract 4047) to a high of 5.6 per cent below (tract 3027). The two tracts that are perhaps most representative of the

area show that 70.3% of the family income falls between $10,000 and $49,999 (tract 3030) with 2.5% below the poverty level; while in tract 3032.02, 69.2% of the family income falls between $10,000 and $24,999 with 4.0% below the poverty level. All six tracts list the major occupation as "clerical and kindred workers" with the second major occupational category ranging between "craftsmen, foremen" (3030, 3032.02, 4047) and "professional" (3027, 3028, 3029). According to recent information in the L.I. Business Review, a major factor in the New Hyde Park business community is the electronics industry, with at least three major electronics firms operating in the District. Among the six tracts, median school years completed generally is 12.1 with a high of 12.3 in tracts 3028 and 3029. Thus far then, the profile of District #5 shows a community with an economic scale below the county average and with a moderate to rather significant amount of families in the poverty range. In addition the community is composed primarily of high school graduates with some additional training - technical or college - having been acquired by the majority. Occupationally, the workers fall into two main categories - office workers and blue collar workers involved in light industry. Arriving at the most effective pattern of library service for the community in District #5 could mean breaking with some of the more traditional approaches to a library service that has been molded in the U.S. to serve an intellectually elite group.

Age is another significant planning factor that deserves attention. The per cent of the total population under the age of 5 falls between 4.0% in tract 3028 and 6.6% in tract 4047 contrasted with the over 65 age group which ranges between 8.3% in tract 3032.02 and a high of 11.0% in tract 3027. The large numbers of aging in District #5 alert planners to design services for this often overlooked group. According to the census, it is also evident that the vast majority of citizens are native American although foreign stock comprises an important segment. In five of the tracts, Italian Americans represent the largest group of emigrants while in the sixth (3028) German Americans are more populous. In addition to Italian and German stock, there is also a group of Polish Americans in the District. And although the census fails to capture an exact figure on the number of oriental Americans in various tracts, indications are that a rather large group of Chinese Americans also resides in the community. Religious affiliation in the area is predominantly Catholic although other groups maintain congregations including Baptists, Methodists, Lutherans, Presbyterians, Dutch Reformed, and Jews. Racially, in Nassau County as a whole, 94.9% of the population is white, 4.6% negro, and .5% are of other groups. At the same time, in U.F.S. District #5 three tracts show interesting racial compositions - tract 3030 is .3% negro, 99.1% white, and the rest classed as "other;" tract 3028 has an insignificant percentage of negroes, .01% Puerto Rican, and 99.6% white; and tract 3032.02 has 7.5% negro, 92.4% white and the rest classed as "other." From the standpoint of collection development alone, the staff at the Hillside Public Library has challenges galore in selecting effectively for such a heterogeneous community.

Within U.F.S. District #5, there are four elementary schools - Garden City Park School, Hillside Grade School, New Hyde Park Road School, and the elementary school which houses the Hillside Public Library, i.e. Manor Oaks - William R. Bowie School. Three of these facilities are equipped with media centers with the fourth - Manor Oaks - relying upon the services and equipment available at the Hillside Public Library. In addition to the elementary schools, there is also a high school in the District - New Hyde Park Memorial High School. Two parochial schools also operate in U.F.S. District #5 - the Holy Spirit School (Roman Catholic) serving grades 1 - 8 and the Notre Dame School (Roman Catholic) also serving grades 1 - 8.

THE LIBRARY - A BRIEF REVIEW

Somehow it seems fitting that the Hillside Public Library's survey should be underway during that stage of existence when the library is moving from celebration of a twelfth anniversary to celebration of a thirteenth birthday - here is truly a public library teenager. And not unlike the teenagers that suddenly discover their too short levis and too tight dresses as growth seems to come in spurts, the Hillside Public Library is also bulging at the seams of an inadequate facility. The similarities go beyond this comparison though for the library is also progressing through a rather awkward phase when public pressure is demanding more services and yet financial limitations make such requests unfeasible. The question appears to be - how to reach adulthood without succumbing to the pressures of the present age.

The problems encountered by the Hillside Public Library of New Hyde Park really began at its inception. Partly in response to a desire to obtain library service for an unserved area near New Hyde Park and also partly as a reaction to a service that many citizens apparently felt deficient in some ways, the Hillside Public Library was created by vote of the citizens of U. F. S. District #5 even though part of the District lay within the bounds of the village of New Hyde Park where there was already a public library. Apparently, over the years, a great deal of time has gone into discussion of the rightness or wrongness of this vote and thus of the existence of the Hillside Public Library. That is, was the Village Library Board wrong not to attempt to expand their service area limits by contract or otherwise and thus forestall creation of another facility? Or was the citizenry of District #5 wrong to not work within the system to right whatever injustices they saw rather than throw in the towel, ignore what was and create a new entity? Or was the State Education Department wrong to grant a provisional charter to the Hillside Public Library when the library's existence obviously created a jurisdictional problem of overlapping boundaries and consequently of double taxation? In this report there will be no assignment of blame to any of the participants whether listed above or perhaps unlisted as it would serve no useful purpose. What is exists as fact and must be dealt with as fact without reference to an imaginary world in which none of the problems would ever have occurred except for action A, action B, etc. Before leaving this subject though it does seem necessary to point out that each of the three participants in this finger pointing ritual - the New Hyde Park Village Library Board, the voters of District #5, and the Division of Library Development - are really victims of a legal structure that has yet to resolve effectively the problems encountered with the proliferation of taxing units.

The Division of Library Development issued the Hillside Public Library of New Hyde Park a provisional charter dating from September 29, 1961. By April 9, 1962 Mr. Clinton G. Martin, then Supervisor of the Town of North Hempstead, was able to cut the ribbon on the first public showing of the new library and new collection.

From the beginning, the Hillside Public Library has been housed in space leased from the Manor Oaks Elementary School which fronts on Hillside Avenue in the northern section of District #5. At the opening, the Director of the Hillside Public Library was Miss Eleanor McKay who remained with the library slightly more than four years, becoming in 1965 Mrs. Eleanor Kaulfold and shortly thereafter resigning the Directorship.

During the years that Eleanor McKay was Director, a series of annual reports in attractive formats were released to the public. In fact the first one was awarded a certificate of excellence by the Library Public Relations Council. Through reading some of these reports it is possible to see the development of the infant library. For instance, during the third year of the library's existence (1964), a Friends of the Library group was formed. That same year the public library served as headquarters for the annual Community Concert membership drive. Programming was very much in evidence with adult education courses in interior design offered at the library in cooperation with the Central High School District. And as a first in Nassau County, the library organized a volunteer service to shut-ins through Girl Scout delivery. Another brochure recapping achievements in the period 1962 - 1966, mentions community involvement with the library through such successes as the Hillside Park Oaks Garden Club flower show held in the library. From these sources it is also possible to discover that at an earlier stage, the library had three professional staff members - the Director, a reference librarian and a children's librarian.

The vacancy created by the resignation of the Director in 1966 was filled during 1967 by the present Director, Mr. Stanley I. Itkin, who remains in the position until the present time. By 1970, the Board was very aware of the facility crisis facing them and chose to submit a building expansion vote to District #5 citizens. The vote was soundly defeated and so were the subsequent budget votes in 1971 and 1972. During June of 1971, the Hillside Public Library of New Hyde Park was granted an absolute charter. Although the Board voted approvals of the joint school/public library venture during the summer of 1973, the start of this merger really occurred in September of 1973 when the Manor Oaks Elementary School went into session.

In this brief review of the library's origins, its early successes, and its present venture into combined public/school library service, we see a distinctive type of library service that has attempted to deal with the pressures of its community and has been changed and reformed as a result. In the course of this look at the Hillside Public Library, an attempt will be made to assess the impact such changes have made in the quality of service available to District residents.

THE LIBRARY'S BOARD OF TRUSTEES

Trustees for the Hillside Public Library are elected by the qualified voters of U. F. S. District #5. State law dictates that there be five members of the Board with rotating terms so that Board continuity be maintained. Despite a thorougn search of the files at Hillside by both the Director and his secretary, no copy of the Bylaws could be located. Apparently, over the short years of the library's existence Bylaws were not formalized or once formalized were lost in transition of the document. In either case, the Board has apparently been operating without the guidance and benefit of a set of Bylaws for the past few years. Certainly, this situation must be remedied through either location of the Bylaws or creation of a new set.

The guidance that the Board has provided through the years that the library has operated is certainly reflected not only in this present request for a survey but also in past years' concerns such as the "Statement of Achievements and Goals of Hillside Public Library of New Hyde Park" adopted by the Board in June 1964 and the previous investment in a survey conducted by Rothines Associates in 1966 and titled - "Public Library Service for Union Free School District #5, Towns of Hempstead and North Hempstead: A Survey Report."

From a review of past Board minutes covering 1972 - fall of 1974, it was learned that the Board annually selects a President and Vice-President from among its members and retains three officers for Board consultation including 1)Clerk of the Board, 2) Counsel for the Board, and 3) Account Clerk. At the October 1972 Board Meeting committee assignments were made for 1) Finance, 2) Personnel, 3) Building and Grounds, 4) Publicity, and 5) Books. The following year two of the committees were merged into one - Building and Grounds and Personnel. One recommendation that would free a trustee for involvement in the more pressing matters of long-range planning is to abolish the Book Committee. Such a suggestion is appropriate since, although the Book Committee must have filled a vital role in the early development of the library, that role should have lessened to the extent that the committee could be dissolved, with Board consensus on book related matters reflected in the Book Selection Policy.

Present members of the Board include:

Mr. Albert Luna, President
Mr. Harry Schreiner, Vice President
Mr. William Balalaos, Trustee
Mrs. Judy Kane, Trustee
Mr. Roger Hogan, Trustee

LIBRARY STANDARDS - A FRAME OF REFERENCE

There is really little wonder that the competitive society that has fostered the development of the modern public library would produce an institution that judges success or failure in terms of "standards." In the public library field, the standards used today were developed some 19 years ago and published by the American Library Association. Although the publication has undergone revision, the changes have been so slight that today's public libraries in the United States are still measuring performance in terms of rather outmoded objectives. Certainly, the public library profession is all too conscious of the need for change but recent efforts to produce updated standards appear to have gotten bogged down in the whole complex question of the merit of standards in judging progress. Many have put forward the premise that rather than relying on a dream world of what should be, the tools developed should rely on the more solid ground of comparison of what exists in one locality with the composite picture of what exists all across the nation. Obviously, a study with a targeted time table for completion cannot wait on the erudite solutions to these complexities. And so, the choices bring us back to the standards that do exist, fully aware, none-the-less, that tomorrow may find other yardsticks available that will measure weaknesses and strengths far beyond our present capabilities to perceive.

For the purposes of this study the following tools were used to obtain currently accepted standards of measure:

Minimum Standards for Public Library Systems, 1966. Published by the American Library Association. Chicago.

Statistical Standards. Addenda to Minimum Standards for Public Library Systems, 1966. Published by the American Library Association. Chicago. 1967.

Wheeler, Joseph and Goldhor, Herbert. Practical Administration of Public Libraries. New York. 1962. Harper and Row.

Interim Standards for Small Public Libraries. Guidelines Toward Achieving the Goals of Public Library Service. Published by the American Library Association. Chicago. 1962.

Tables 1 and 2 on the following pages graphically detail the present status of the Hillside Public Library of New Hyde Park, as well as, provide some guidance in forecasting the future needs of the library based on the 1985 population projection of 25,033. This projection figure is taken from estimates made in 1969 by the Nassau-Suffolk Regional Planning Board and may have to be revised as the years near 1985 since from information available in 1975, Nassau County appears to have slowed considerably in overall growth. Lines 1 and 2 of Table 1 are selected from standards

statements now available and are included to give perspective to the changing library needs as the service area increases. Lines 3 and 4 are derived from actual recorded data on the progress made in 1970 and again in 1973 by the Hillside Public Library. The final line can be utilized by planners in arriving at the goals that should be incorporated into the next ten year's service plan. It should be stated that although the Hillside Public Library may not have a formalized plan of service for five or ten years hence, such a document should be drawn up to attempt to systematically prepare for future service needs of the community. Essentially, the lack of such a plan becomes itself the accepted "plan" - i.e. to let the status quo prevail or put another way, to stand still and accept whatever comes.

Just a quick glance at Table 1 will reveal that the "support per capita" figures of $3.35 (1970) and $3.95 (1973) are far below the New York State average per capita expenditure of $7.26 and are entirely outdistanced by the Nassau County average of $13.06. In realistic dollar amounts, the Hillside Public Library is well below the actual average expenditures of other public libraries in New York State and in Nassau County. The effect that this marginal budget has had on overall service can be seen in staff figures which in 1970 were 8.6 workers compared to the standard of 12.4 and had dropped in 1973 to 7.7 in comparison to the 12.4 workers called for to meet the "one per 2,000 population requirement." The book collection has also suffered from a lower budget level with 1.5 books per capita being available in 1970 and 1.7 available in 1973 in contrast to the almost 4 books per capita needed to meet minimum standards. By falling short of the 4 books per capita figure, the Hillside Public Library's collection must of necessity also fall short of meeting the full range of diverse needs of the public it serves. That one fact alone could account in large measure for the low annual circulation per capita figure of 4.5 in both 1970 and 1973 when compared to the suggested 9.5 per capita figure that would be indicative of a collection that fulfilled the needs of its community to a greater extent. Circulation figures, while being a useful gauge of user satisfaction for the services provided, have a many faceted aspect with almost all fluctuations in circulation statistics being related to operations, services, and facilities. Thus, in the case of the Hillside Public Library, while it is possible to see a direct correlation between budget and circulation statistics, it should also be possible to see a correlation between circulation and the lack of adequate parking facilities, the lack of adequate levels of professional staffing, the lack of basic reader space for research and study, the awkward arrangement that exists which restricts program plans to late afternoon and evening hours only, the complete closing of the library to the public during all weekday mornings, etc. It must be stated though, that a true picture of the actual circulation figure is not reflected in the 4.5 per capita statistic since the circulation of the morning hours when the library functions strictly as an elementary school facility, is included - thus actually inflating what must be a low circulation per capita figure indeed. Alleviating the low support per capita amounts will present a sizeable challenge to the Board and staff during a period of national belt tightening and more intense scrutiny of public use of taxpayer dollars than has occurred in recent times.

Moving on to Table 2, - a chart of facility needs compared with actual conditions - another of the major problems of the Hillside Public Library becomes clear. The two top lines represent standards for the amounts of shelving space, reader space, staff work space and total floor space needed to achieve "minimum space requirements." The range of population figures is included to assist with gaining perspective for the

changing requirements that come with population growth. The third line is a hypothetical rendering of the model picture that would allow the Hillside Public Library to reach minimum space standards; while the next line is the actual building size and breakdown of various areas presently in the library. The fifth line is based on the population projection figure mentioned in the previous table - i.e. 25,033 in the year 1985.

Table 2 reveals that the Hillside Public Library is some 4-1/2 times smaller than the standard recommendation size for the population base the library is chartered to serve. The square footage figures given as "actual" represent approximations of available and in use space calculated from a scale drawing of the library room. These calculations do not include footage used for the foyer, the toilet facility, circulation desk, traffic lanes such as that leading to the school hallway, the copy machine, etc. Actually, a rather strict interpretation was given to each of the three space categories - shelving floor space, reader space, and staff work space. Even with a more liberal interpretation of these areas to encompass all 3,500 square feet though, the building remains woefully inadequate to provide for the necessities from either patron or staff viewpoints. In fact, had the library been able to pass the building expansion bond issue a few years ago, planners would still find that the space fell short of meeting the standards. That is to say, the defeated expansion campaign did not provide adequately for 20 years future growth and could have required some adjustment or expansion earlier than voters would have anticipated.

Tables 3 and 4 are reproduced copies of pages from the latest edition of Public and Association Libraries Statistics - 1973, a publication of the Division of Library Development, and are included to provide an understanding about the status of the Hillside Public Library in relation to other public libraries serving similar populations in New York State. Several other Nassau Library System members are included within the Tables: Baldwin, Garden City, Syosset, Port Washington, Shelter Rock, Franklin Square, Rockville Centre, North Bellmore, Glen Cove, Bethpage, Lynbrook, Hewlett-Woodmere, Island Trees, Mineola, Roslyn, Seaford, Westbury, Merrick, Plainedge, Floral Park, and Wantagh. By looking at the column headed "Adjusted Operating Excluding Capital Per Capita" it is clear that the Hillside per capita of $4.42 is above many of the other listings but significantly below others. Without knowing more detail about the budgetary procedures of each library (for instance, do others have free facility space available through their governmental units), the geographic placement of each library (urban, suburban, or rural), the type of library (association, school district, special), etc. this knowledge can only provide background data in the overview.

The next set of Tables - 5 and 6 - represents figures taken from the Annual Reports prepared by the Hillside Public Library during the years 1969 - 1973 and shows in some detail the changes that have occurred in this five year period. Just as a point of clarification, the "Toal Income" column is taken from DLD Code 19 on the Annual Report form and is listed there as "Total Operating Receipts, Balance, and Transfer." "Total Expenditures" represents DLD Code 52 on the Annual Report form and is listed there as "Total Operating Disbursements." Consequently, capital expenditures, cash balances, and transfer were not included as part of the operating budget. Table 5 then shows us that although the income figure has dropped with each passing year, the actual operating budget has risen annually. The question here must be - how long can such a pattern continue without eventually running into deficit spending?

Within the past five years, Total Income has fallen by 4.48% while Total Operating Expenditures have risen 33.57%. Definitely, some detailed budget planning sessions are in order to guide the Hillside Public Library through another five years without cutting an already skimpy materials budget and salary base.

Both the library materials budget and total staff hours have dropped in this five year period. In fact expenditures for library materials dropped 3.57% while staff hours fell 10.53%. With both of these categories suffering losses, it would appear that circulation would also decline. Such was not the case, however as circulation figures rallied from a low point during 1971 to a slight increase of 1.72% in the time span under consideration. In fact from Tables 5 and 6, one would have to conclude that gains in expenditures went primarily to cover the additional hours open which rose by 17. But it must be remembered in looking at hours, circulation, and staff coverage that the joint venture with the combined facility somewhat clouds the picture. Consequently, the rise in circulation must be attributed in large measure to the school usage which is not separated in circulation statistics keeping. The same is true of hours of access - while it appears that Hillside is open 67 to the public, in fact, it is only open 52 hours a week to the public with the remaining hours being utilized by the school facility. The drop in staff hours could also have been justified in the minds of the administration since the school does provide a school clerk to assist with the morning workload and this position is not included in staff hours. But staff hours have had a tremendous drop at Hillside though since the days of a staff pattern consisting of a Director, a reference librarian, and a children's librarian, until today when there is only one professional on deck - the Director.

Throughout the changes that have been mentioned, the total collection continued to grow with yearly additions fluctuating. In fact, considering that the library materials budget has fallen consistently since 1969, it is rather amazing that additions have fluctuated so slightly. Part of this can be attributed to the fact that the Manor Oaks Elementary library was incorporated into the holdings of the Hillside Public Library. At no time during this five year span did the withdrawal rate near the desirable 5% discard rate. The highest weeding rate was recorded in 1969 with 4.16% being removed from the collection and secondly, in 1971 when 4.08% was discarded. This weeding rate must be increased substantially if space is to be found for continued growth.

To summarize, the total budget has fallen 4.48% at the same time that expenditures have risen some 33.57%. Despite this sizeable increase in expenditures though, (plus an influx of use from Manor Oaks Elementary School students) the circulation rose only 1.72% while the library materials budget dropped 3.57% (during this inflationary period) and staff manhours plunged 10.53%.

The last table in this chapter incorporates statistics gathered from the seven libraries above and the seven libraries directly below Hillside in the population column of Public and Association Libraries Statistics - 1973 (see Tables 3 and 4, referring to the libraries in brackets). This chart certainly does not replace established standards but it does provide some perspective on Hillside's status when compared with libraries serving similar population bases throughout the state. But as has already been mentioned in reference to Tables 3 and 4, numerous facts remain unknown about the libraries being compared. Without additional knowledge

then Table 7 is inconclusive but still will be useful in gaining perspective on Hillside's standing among the state's public libraries. Just in looking at the figures reported in the DLD Statistics book, it is interesting to note that Hillside is listed with a population of 22,237 although on their annual report for 1973, the population figure is given as 24,729. The reason for the variation comes from the fact that the first count summary of the 1970 census has been used by DLD in establishing uniform census information on school district population figures. Here too the hours open are listed as 67 although we have seen that this is somewhat deceptive as Hillside has only 52 hours open to the public with the other 15 hours open to elementary school students at Manor Oaks. Beyond these two observations, it is apparent that Hillside Public Library does not meet the standards set by its related libraries, judged in accordance to population served. The most striking variations occur in total expenditures and salaries where Hillside is far outdistanced by the other public libraries. Soon the planners at the Hillside Public Library must begin to deal with the realities of a decreasing budget and expanding service demands. Part of the solution to the problem lies in communication of realistic cost figures with the public it serves so that the declining service offerings can be expressed in dollar amounts and the public can begin to vote as educated citizens.

With this statistical background, a foundation has been laid upon which the following chapters will build.

TABLE 1 - HILLSIDE AND NATIONAL LIBRARY STANDARDS

	Population Served	Support Per Capita*	Total Budget	Staff (one per 2000 pop.)	Book Collection	Books Per Capita	Books Added Yearly Per Capita	Circ. Yearly Per Capita	Annual Circ.
1. Standards	10,000	$ 7.26*	72,600	5	40,000	4	.20	9.5	95,000
2. Standards	35,000	7.26*	254,100	17.5	105,000	3	.20	9.5	332,500
3. Hillside (Actual - 1970)	24,825	3.35	83,294	8.6	37,599	1.5	.12	4.5	112,405
4. Hillside (Est. - 1973)	24,866	3.95	98,334	7.7	42,675	1.7	.09	4.5	113,342
5. Hillside (Projected - 1985)	25,033	**	**	12.5	75,099	3	.20	9.5	237,813

* Public and Association Library Statistics 1972.
New York State average of 700 public libraries. Nassau County average 73/1974 - $13.06

** Due to inflation and current trends no estimate is given.

POPULATION SERVED	SHELVING SPACE (a) SIZE OF BOOK COLLECTION	LINEAR FEET OF SHELVING(b,d)	AMOUNT OF FLOOR SPACE	READER SPACE	STAFF WORK SPACE	ESTIMATED ADDITIONAL SPACE NEEDED (c)	TOTAL FLOOR SPACE
5,000 - 9,999	15,000 vol. plus 2 books per capita for pop. over 5,000	1,875 linear ft. Add 1 ft. of shelving for every 8 bks. over 15,000	1,500 sq. ft. Add 1 sq. ft. for every 10 bks. over 15,000	Min. 700 sq. ft. for 23 seats. Add 4 seats per M. over 5,000 pop. served, at 30 sq. ft. per reader space.	500 sq. ft. Add 150 sq. ft. for each full time staff member over 3	1,000 sq. ft.	3,500 sq. ft. 0.7 sq. ft. per capita, whichever is greater
10,000-24,999	20,000 vol. plus 2 books per capita for pop. over 10,000	2,500 linear ft. Add 1 ft. of shelving for every 8 bks. over 20,000	2,000 sq. ft. Add 1 sq. ft. for every 10 bks. over 20,000	Min. 1,200 sq. ft. for 40 seats. Add 4 seats per M. over 10,000 pop. served, at 30 sq. ft. per reader space	1,000 sq. ft. Add 150 sq. ft. for each full time staff member over 7	1,800 sq. ft.	7,000 sq. ft. or 0.7 sq. ft. per capita, whichever is greater
Hillside 1973 - Pop. 24,866 (based on standards should have)	49,732 vol.	6,216 linear ft.	4,973 sq. ft.	2,976 sq. ft. - 99 seats	1,750 sq. ft. 12 staff	1,800 sq. ft.	17,406 sq. ft.
Hillside - 1973 Actual	42,675 vol.	N. A.	1,633 sq. ft.	434 sq. ft. - 40 seats	253 sq. ft. 7 staff		3,500 sq. ft.
Hillside - 1985 (Projected - 25,033)	50,066 vol.	6,257 linear ft.	5,006 sq. ft.	3,000 sq. ft. -100 seats	1,750 sq. ft. 12 staff	1,800 sq. ft.	17,523 sq. ft.
Standards							

a. Libraries in systems need only to provide shelving for basic collection plus number of books on loan from resource center at ANY ONE TIME

b. A standard library shelf equals 3 linear feet

c. Space for circulation desk, heating and cooling equipment, multipurpose room, stairways, janitors' supplies, toilets, etc., as required by community needs and the program of library service

d. Can shelve approximately 8 books per linear foot.

*Taken from Interim Standards for Small Public Libraries

TABLE 2 - GUIDELINES FOR DETERMINING MINIMUM SPACE REQUIREMENTS*

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SYSTEM AND NONSYSTEM STATISTICS BY POPULATION SERVED

POPULATION CHARTERED TO SERVE	LIBRARY LOCATION	SYS-TEM	VALUATION PER CAPITA	BOOKS ADDED BY LOCAL PURCHASES AND GIFTS	BOOK HOLDINGS TOTAL	BOOK HOLDINGS PER CAPITA	PERCENT JUVENILE BOOK IS OF TOTAL BOOKS	CIRCULATION TOTAL	CIRCULATION PER CAPITA	NUMBER OF HOURS OPEN PER WEEK
34,599	AUBURN	FL	4,292	3,286	72,058	2.08	18	166,489	4.81	63
— 34,298	BALDWIN	N	9,688	13,636	83,324	2.42	25	288,843	8.42	68
34,822	DEER PARK	S	7,755	4,295	92,779	1.55	33	166,988	4.98	51
33,272	MEN CITY	RC	10,916	7,818	51,384	1.54	25	191,867	5.76	53
33,817	HENRIETTA	P	9,571	4,632	37,711	1.14	34	234,214	7.09	58
— 32,861	GARDEN CITY	N	9,688	5,986	58,234	1.77	26	182,465	5.55	68
— 32,642	SYOSSET	N	11,293	12,628	69,819	2.13	39	287,387	8.88	63
32,629	POUGHKEEPSIE	HH	5,642	8,873	96,816	2.99	19	309,749	9.67	118
32,028	WEST ISLIP	S	6,769	12,265	88,168	2.58	27	248,534	7.75	63
— 31,681	PORT WASHINGTON	N	14,317	11,186	104,564	3.38	25	386,587	9.67	68
30,787	WATERTOWN	NC	4,938	4,248	65,695	2.13	28	198,122	6.17	63
30,634	LANCASTER	BE	6,238	6,212	46,395	1.51	28	189,151	6.17	79
30,201	PLEASANTVILLE	W	13,085	6,826	89,694	2.96	38	261,474	8.65	80
30,101	LOCKPORT	NIG	6,869	4,921	78,672	2.61	24	194,776	6.47	68
— 30,000	ALBERTSON	N	1,552	12,543	93,431	3.11	29	218,748	7.02	53
29,598	CORNING	CST	6,287	3,658	99,570	2.81	26	95,724	3.23	68
29,198	DEWITT	O	13,956	1,853	14,373	.49	29	78,563	2.69	46
29,187	MIDDLETOWN	RC	5,169	4,514	45,195	1.55	44	107,593	3.69	78
29,098	DIX HILLS	S	18,768	15,323	135,673	4.86	23	455,678	15.66	124
— 28,872	FRANKLIN SQUARE	N	9,688	6,185	87,946	3.04	28	217,389	7.52	62
28,695	NORTH BABYLON	S	7,755	7,973	67,862	2.36	31	185	.88	68
28,657	LACKAWANNA	BE	12,488	3,329	28,575	.99	28	52,919	1.84	45
28,385	BAY SHORE	S	6,769	8,362	73,978	2.60	23	220,611	7.77	56
28,084	SHRUB OAK	W	11,557	3,273	38,088	1.35	46	183,737	6.54	102
— 27,444	ROCKVILLE CENTRE	N	9,688	6,888	89,588	3.26	23	302,212	11.01	68
26,909	VESTAL	NC	7,531	4,343	21,444	.79	34	55,758	2.07	58
— 26,757	NORTH BELLMORE	N	9,688	6,592	76,996	2.86	38	181,847	6.79	63
26,646	OSSINING	W	8,827	5,706	52,635	1.98	38	199,851	7.58	68
26,442	GATES	P	9,688	3,678	47,584	1.79	33	288,353	7.87	53
25,771	CORTLAND	FL	4,857	2,784	68,554	2.66	22	127,699	4.95	62
— 25,778	GLEN COVE	N	9,998	5,994	63,921	2.48	25	148,595	5.45	68
25,544	KINGSTON	HH	5,789	2,864	37,784	1.47	25	64,784	2.53	65
25,524	AMSTERDAM	MV	3,856	1,682	45,838	1.76	14	76,122	2.98	58
25,464	WHITESBORO	MY	5,671	1,874	25,513	1.88	32	69,888	2.71	45
24,739	WEBSTER	P	13,596	3,583	58,283	2.82	27	192,284	7.77	7
— 24,738	BETHPAGE	N	11,293	7,865	82,331	3.32	34	172,650	6.98	62
24,529	COPIAGUE	S	7,755	4,541	43,467	1.77	29	91,978	3.75	56
24,418	SARATOGA SPRINGS	SA	9,692	2,763	48,883	1.96	23	132,263	5.41	58
24,154	HALF MOON	SA	9,534	1,532	9,829	.37	37	61,898	2.92	36
24,898	EAST ISLIP	S	6,769	5,924	55,522	2.38	26	132,817	5.91	46
23,925	FAIRPORT	P	9,842	3,988	33,854	1.41	48	215,384	9.88	46
23,844	OSWEGO	NC	5,189	2,369	54,893	2.26	26	98,256	3.78	55
23,782	PENFIELD	P	9,288	2,769	41,998	1.76	37	183,696	7.72	49
— 23,776	LYNBROOK	N	9,688	6,411	58,249	2.11	29	118,433	4.64	62
23,758	EASTCHESTER	W	13,868	7,881	69,188	2.91	23	221,615	9.33	68
— 23,639	HEWLETT	N	9,688	8,487	104,136	4.48	26	212,716	8.99	69
22,982	MANUET	RC	10,916	5,434	47,143	2.85	38	133,738	5.81	68
22,237	NEW HYDE PK MILLSIDE	N	9,688	1,358	42,715	1.92	28	113,382	5.19	67
21,898	TONAWANDA	BE	5,894	2,571	27,998	1.27	46	118,988	5.86	56
— 21,767	ISLAND TREES	N	9,688	2,372	27,183	1.24	38	68,689	2.78	53
— 21,744	MINEOLA	N	14,317	2,365	57,126	2.62	29	128,886	5.51	46
21,639	MAHOPAC	HH	10,493	1,838	16,787	.77	28	62,583	2.88	48
21,544	HARRISON	W	19,247	5,577	61,288	2.84	29	167,938	7.79	96
21,288	GUILDERLAND	UH	8,428	1,393	15,424	.72	38	59,757	2.81	37
— 21,081	ROSLYN	N	9,688	9,584	84,226	3.99	23	208,195	9.49	72
20,988	KENMORE	BE	7,933	14,385	131,738	6.27	32	654,946	31.21	218
20,897	PEARL RIVER	RC	10,828	6,693	53,786	2.57	21	161,436	7.72	67
20,837	FULTON		5,236	2,277	36,743	1.76	19	54,888	2.63	47
— 20,568	SEAFORD	N	9,688	6,322	71,149	3.46	18	152,386	7.41	58
20,486	RIVERHEAD	S	15,857	5,737	71,318	3.48	22	161,618	7.89	64
20,285	LARCHMONT	W	13,745	3,573	61,893	3.86	28	169,674	8.39	56
— 20,158	WESTBURY	N	14,317	6,349	63,886	3.16	25	198,992	9.47	114
— 20,871	MERRICK	N	9,688	6,665	81,878	4.07	38	248,535	12.38	65
19,993	OLEAN	CC	5,834	4,056	63,857	3.19	19	167,316	8.36	69
19,978	ORCHARD PARK	BE	7,681	4,371	41,777	2.09	33	173,815	8.66	47
— 19,933	PLAINEDGE	N	11,293	7,538	84,731	4.25	27	241,865	12.09	58
19,918	GREENLAWN	S	18,768	4,181	26,589	1.33	31	97,221	4.88	54
19,781	BATAVIA	NIG	6,525	2,726	68,875	3.87	22	89,059	4.58	68
19,677	GLOVERSVILLE	MV	3,567	2,728	83,614	4.24	28	122,682	6.23	57
19,609	CHILI	P	8,398	1,868	28,066	1.43	38	111,466	5.68	53
19,449	TARRYTOWN	W	12,906	6,823	54,185	2.78	28	183,415	9.31	56
19,283	PEEKSKILL	W	6,266	3,186	43,147	2.23	29	57,236	2.96	48
19,229	SCARSDALE	W	28,459	4,843	75,949	3.94	24	195,124	10.14	71
18,918	DELMAR	UH	11,626	6,052	79,692	4.21	27	253,568	13.40	66
18,909	MAMARONECK	W	13,745	4,701	67,556	3.57	32	148,591	7.85	69
18,715	PLATTSBURG	CEF	4,560	2,654	42,261	2.25	29	147,486	7.87	59
18,653	COHOES	UH	3,241	1,246	17,594	.94	31	34,836	1.82	57
— 18,466	FLORAL PARK	N	9,688	5,873	62,855	3.40	24	149,292	8.08	53
— 18,309	MANTAGH	N	9,688	5,541	54,760	2.99	24	178,772	9.76	65
18,168	CLARENCE	BE	9,560	1,528	28,058	1.54	32	110,354	6.07	
18,025	JOHNSTON CITY	NC	7,236	3,098	41,451	2.29	35	94,849	5.21	66
17,783	MONTROSE	W	16,713	1,681	11,478	.64	31	31,657	1.78	45
16,855	DUNKIRK	CC	9,119	3,102	38,121	1.78	28	94,058	5.58	49
16,791	GENEVA		4,418	2,375	46,740	2.78	23	117,954	7.02	51
16,725	SAYVILLE	S	6,769	4,883	57,579	3.44	24	159,818	9.58	59

— Member, Nassau Library System

* Taken from Public and Association Libraries Statistics/1973 (latest available)

TABLE 3 SYSTEM AND NON-SYSTEM STATISTICS BY POPULATION SERVED*

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SYSTEM AND NONSYSTEM STATISTICS BY POPULATION SERVED

POPULATION CHARTERED TO SERVE	LIBRARY LOCATION	HOURS STAFF TIME EXCLUDING MAINTENANCE PROFESSIONAL	HOURS STAFF TIME EXCLUDING MAINTENANCE NONPROFESSIONAL	DISBURSEMENTS FROM OPERATING FUND SALARIES PLUS EMPLOYEE BENEFITS TOTAL	SALARIES PLUS EMPLOYEE BENEFITS PER CENT	LIBRARY MATERIALS TOTAL	LIBRARY MATERIALS PER CENT	LIBRARY MATERIALS PER CAPITA	ADJUSTED OPERATING FUND EXCLUDING CAPITAL TOTAL	ADJUSTED OPERATING FUND EXCLUDING CAPITAL PER CAPITA	ADJUSTED TOTAL OPERATING FUND DISBURSEMENTS AND CAPITAL FUND DISBURSEMENTS TOTAL	ADJUSTED TOTAL OPERATING FUND DISBURSEMENTS AND CAPITAL FUND DISBURSEMENTS PER CAPITA
34,599	AUBURN	2,888	13,399	52,952	62	15,795	18	.45	84,886	2.45	191,163	5.52
34,298	BALDWIN	16,388	37,412	255,059	63	74,229	18	2.16	400,548	11.68	424,834	12.38
34,022	DEER PARK	5,468	14,763	85,379	61	31,389	22	.92	139,241	4.09	141,993	4.17
33,272	NEW CITY	5,460	22,734	126,553	59	62,388	29	1.87	212,418	6.38	240,863	7.23
33,017	HENRIETTA	5,850	6,844	[illegible]56	72	16,464	22	.49	72,499	2.19	82,566	2.50
32,861	GARDEN CITY	12,893	23,586	[illegible]47	62	34,936	12	1.06	288,139	8.52	284,267	8.65
32,642	SYOSSET	13,195	31,858	2[illegible]98	64	65,879	19	2.14	358,858	10.99	362,694	11.11
32,029	POUGHKEEPSIE	14,568	25,532	[illegible]33	77	27,109	08	.84	331,213	10.34	332,356	10.37
32,028	WEST ISLIP	18,525	30,289	286,668	64	69,085	21	2.15	322,136	10.05	326,738	10.20
31,681	PORT WASHINGTON	18,288	56,188	415,597	68	77,245	12	2.43	606,442	19.14	636,686	20.07
30,787	WATERTOWN	11,856	18,488	188,569	67	26,285	16	.85	159,875	5.19	162,686	5.28
30,634	LANCASTER	5,595	14,371	184,106	74	19,198	13	.62	148,894	4.57	148,894	4.57
30,281	PLEASANTVILLE	9,139	21,458	162,241	67	34,639	14	1.14	248,538	7.96	251,923	8.34
30,101	LOCKPORT	7,722	11,999	110,638	78	24,718	15	.82	156,655	5.28	168,344	5.32
30,088	ALBERTSON	12,246	30,884	221,918	55	71,975	17	2.39	482,275	13.48	411,334	13.71
29,598	CORNING	7,984	17,352	75,769	66	22,748	20	.76	113,894	3.82	397,831	13.41
29,198	DEWITT	3,648	2,864	23,562	66	6,681	18	.22	35,214	1.20	51,152	1.75
29,187	MIDDLETOWN	5,468	21,588	132,785	55	35,632	15	1.36	241,398	8.29	288,613	9.91
29,098	OIX MILLS	23,688	58,654	429,819	68	123,244	17	4.23	786,151	26.27	738,724	25.11
28,872	FRANKLIN SQUARE	8,525	28,655	121,955	63	36,703	19	1.27	192,818	6.67	195,699	6.88
28,695	NORTH BABYLON	8,268	24,232	179,862	65	47,863	17	1.64	273,684	9.53	275,818	9.58
28,657	LACKAWANNA	3,648	3,911	53,416	67	9,846	12	.34	79,459	2.77	79,459	2.77
28,385	BAY SHORE	9,188	14,848	238,184	84	56,915	16	2.88	354,245	12.48	358,858	12.64
28,884	SHRUB OAK	5,858	21,112	111,372	66	30,752	18	1.09	167,816	5.95	167,816	5.95
27,444	ROCKVILLE CENTRE	14,568	31,858	324,177	82	41,673	10	1.51	390,838	14.21	397,391	14.47
26,989	VESTAL		7,818	48,113	39	21,341	21	.79	181,681	3.77	134,291	4.99
26,757	NORTH BELLMORE	11,744	29,648	178,611	67	37,854	14	1.41	262,833	9.82	267,235	9.98
26,648	OSSINING	13,468	23,668	196,876	61	41,828	12	1.53	316,276	11.86	319,647	11.99
26,442	GATES	4,537	11,728	64,561	74	16,491	19	.62	88,716	3.27	88,928	3.28
25,771	CORTLAND	9,772	13,526	64,126	69	21,648	22	.83	97,472	3.78	107,356	4.16
25,778	GLEN COVE	4,992	13,988	124,685	78	33,289	18	1.29	175,513	6.81	175,956	6.82
25,544	KINGSTON	3,988	15,863	53,385	59	18,378	28	.71	89,897	3.48	98,895	3.52
25,524	AMSTERDAM	1,872	4,954	27,892	74	5,317	14	.20	36,231	1.41	51,788	2.02
25,464	WHITESBORO	2,288	6,268	32,372	82	4,916	12	.19	39,214	1.54	48,969	1.63
24,739	WEBSTER	2,714	8,295	31,278	67	13,178	28	.53	46,182	1.86	48,929	1.97
24,730	BETHPAGE	8,216	20,468	146,126	61	46,835	19	1.89	237,424	9.60	240,863	9.74
24,320	COPIAGUE	5,395	18,532	101,283	71	24,812	17	1.01	142,261	5.80	143,288	5.84
24,410	SARATOGA SPRINGS	3,932	10,750	67,821	73	12,796	13	.52	92,329	3.78	92,983	3.80
24,154	HALF MOON	2,288	3,268	14,456	57	6,143	24	.25	25,039	1.03	25,629	1.05
24,098	EAST ISLIP	5,460	3,648	137,625	59	38,458	16	1.59	232,578	9.65	232,578	9.65
23,925	FAIRPORT	2,613	12,034	64,848	75	13,488	15	.56	85,957	3.59	94,168	3.93
23,844	OSWEGO	3,648	8,848	45,948	61	9,599	16	.40	56,666	2.37	66,951	2.80
23,782	PENFIELD	5,668	8,617	53,384	64	17,777	21	.74	82,618	3.47	78,138	3.28
23,776	LYNBROOK	5,468	23,813	98,179	57	34,884	19	1.43	170,738	7.18	175,625	7.38
23,758	EASTCHESTER	9,418	24,578	194,567	89	46,671	16	1.96	278,078	11.70	281,819	11.86
23,639	HEMLETT	17,298	37,128	397,284	68	65,817	11	2.75	574,129	24.28	577,793	24.44
22,982	MANUET	5,468	2[illegible]112	85,518	61	36,417	26	1.58	139,958	6.08	140,884	6.09
22,237	NEW HYDE PK WILLISTON	1,[illegible]25	2,221	45,315	68	28,452	28	.91	38,334	4.42	100,812	4.51
21,898	TONAWANDA	2,648	5,868	55,288	75	9,033	12	.41	73,572	3.35	73,572	3.35
21,767	ISLAND TREES	2,688	9,672	53,218	58	17,245	18	.79	91,584	4.28	93,191	4.28
21,744	MINEOLA	4,558	19,728	186,479	75	13,976	09	.64	141,389	6.49	141,389	6.49
21,639	MAHOPAC		5,725	17,888	36	6,668	13	.30	48,355	2.23	58,218	2.69
21,544	HARRISON	12,[illegible]20	32,760	171,261	75	48,128	17	1.86	225,625	10.47	2[illegible]8,[illegible]88	10.71
21,288	GUILDERLAND	[illegible],820	2,848	13,161	38	7,331	21	.34	34,317	1.61	34,317	1.61
21,081	ROSLYN	12,748	21,524	229,535	63	47,634	13	2.25	362,445	17.19	384,122	18.22
20,988	KENMORE	28,775	38,432	338,367	78	55,424	13	2.64	418,984	19.96	418,984	19.96
20,897	PEARL RIVER	7,478	24,398	158,388	67	45,637	19	2.18	223,168	10.67	235,991	11.29
20,837	FULTON	2,888	5,928	33,567	66	12,748	25	.61	50,682	2.42	51,454	2.46
20,560	SEAFORD	9,256	16,315	135,028	68	36,853	18	1.79	197,447	9.68	201,243	9.79
20,486	RIVERHEAD	5,558	11,952	178,929	29	38,986	09	1.90	401,792	19.61	359,819	17.56
20,285	LARCHMONT	7,288	21,888	111,995	74	22,[illegible]5	14	1.11	150,079	7.42	159,425	7.89
20,158	WESTBURY	18,818	21,288	183,186	78	42,[illegible]79	16	2.11	258,379	12.81	285,128	14.14
20,071	MERRICK	11,927	32,455	193,878	73	38,793	14	1.93	262,298	13.06	295,603	14.72
19,993	OLEAN	7,888	11,622	87,492	22	16,138	04	.80	385,547	19.28	643,993	32.21
19,978	ORCHARD PARK	5,639	6,968	7[illegible]251	67	17,981	16	.90	110,425	5.52	110,425	5.52
19,933	PLAINEDGE	18,928	24,858	19[illegible]786	59	74,083	22	3.71	323,846	16.20	333,248	16.71
19,910	GREENLAWN	7,288	13,028	7[illegible],603	57	25,904	19	1.30	134,525	6.75	136,862	6.87
19,781	BATAVIA	5,850	10,278	71,789	80	12,844	13	.60	89,042	4.50	90,628	4.54
19,677	GLOVERSVILLE	1,820	8,924	42,913	66	11,922	18	.60	64,987	3.29	66,291	3.36
19,609	CHILI	1,951	9,594	39,889	81	7,316	15	.37	48,020	2.44	48,493	2.47
19,449	TARRYTOWN	5,460	16,920	121,597	72	20,250	16	1.45	168,513	8.66	171,744	8.83
19,283	PEEKSKILL		12,572	51,617	63	20,028	24	1.03	80,942	4.19	90,358	4.68
19,229	SCARSDALE	13,288	25,552	178,954	80	18,373	08	.95	221,754	11.53	222,884	11.59
18,918	DELMAR	6,558	19,156	128,278	34	39,312	10	2.07	369,480	19.53	371,891	19.65
18,909	MAMARONECK	9,100	14,860	158,886	63	28,378	12	1.50	236,138	12.48	238,698	12.62
18,715	PLATTSBURG	6,501	15,349	89,227	72	15,645	12	.83	122,517	6.54	126,645	6.76
18,653	COHOES	1,988	4,060	20,539	58	18,656	30	.97	35,318	1.89	35,318	1.89
18,466	FLORAL PARK	7,288	19,240	103,378	67	28,903	18	1.56	152,783	8.27	152,783	8.27
18,309	WANTAGH	7,608	28,123	126,746	58	35,965	16	1.96	217,701	11.89	219,658	11.99
18,168	CLARENCE	3,829	6,247	53,529	75	9,816	12	.49	71,215	3.91	71,215	3.91
18,025	JOHNSTON CITY	5,928	18,183	97,657	55	17,765	10	.98	175,373	9.72	176,826	9.81
17,783	MONTROSE		5,824	20,365	28	7,324	10	.41	78,274	3.95	71,463	4.01
16,855	DUNKIRK	979	9,552	29,856	63	5,505	11	.32	47,318	2.80	57,977	3.43
16,793	GENEVA	2,888	15,058	34,888	62	10,918	19	.65	55,378	3.29	55,714	3.31
16,725	SAYVILLE	5,915	19,398	124,412	65	31,531	16	1.88	191,141	11.42	193,219	11.55

____ Member, Nassau Library System

* Taken from Public and Association Libraries Statistics/1973 (latest available)

TABLE 4 — SYSTEM AND NON-SYSTEM STATISTICS BY POPULATION SERVED*

HILLSIDE PUBLIC LIBRARY

Statistics 1969 - 1974

Table 5

Year*	Total Income	Total Expenditures	Library Materials Budget	Staff Hours
1969	$117,640	$73,617	$21,211	15,693
1970	114,971	83,294	21,115	15,693
1971	114,063	83,244	17,703	15,693
1972	113,500	87,796	15,561	** N.A.
1973/74	112,367	98,334	20,452	14,040

Table 6

Year*	Total Holdings	Added	Withdrawn	Circulation	Hours
1969	35,783	3,280	1,489	111,422	50
1970	37,599	3,021	1,205	112,405	50
1971	38,562	2,538	1,574	106,161	50
1972	40,304	2,613	869	109,011	50
1973/74	42,675	3,350	979	113,342	67

*Calendar year information as taken from the Annual Report of the library to the Division of Library Development.

** Information not supplied on 1972 Annual Report.

Table 7

	Hillside*	Average of 14 Libraries*
Population Served	22,237	22,612
Hours Open Per Week	67	58
Staff Time Available/Year	14,040	23,127
Expenditures		
Total	98,334	168,953
Per Capita	4.42	7.44
Library Materials	20,452	26,076
Per Capita	.91	1.14
Salaries	65,515	113,312
Collection		
Volumes	42,715	49,317
Per Capita	1.92	2.16
Circulation		
Total	113,342	139,272
Per Capita	5.09	6.11

*Based on Public and Association Libraries Statistics 1973

THE LIBRARY'S COLLECTION, SERVICE PROGRAM AND PHYSICAL PLANT

A segmented examination of the various functions of a public library can tend to present a slanted view of what is actually a composite, with all functions affecting the quality of the whole. In the case of the Hillside Public Library, for example, a detached look at the book collection, the services provided to the community, and the library space itself would not cast light on the historical background to a rather complex library jurisdictional situation that daily thwarts efforts to achieve a quality service program. Difficult and stifling jurisdictional conditions are to a great extent the problem child of urban America where the small units of yesteryear have been engulfed by often undefined units and yet the situation has not been clarified by later urbanized authorities. According to the L. I. Business Review, Nassau and Suffolk Counties are unique governmentally because together they operate under some "900 units of taxing government," which according to columnist, Paul Townsend, is "the highest number in proportion to population" anywhere in the world. That being the case, it is safe to assume that the difficulties encountered at Hillside are not unique to Nassau and perhaps because of the acceptance county-wide of a far more vast jurisdictional jungle will not be easily solved in the very near future. It cannot be stated too often though that a democratic society created "for the people" cannot long continue if acceptance of undesirable conditions becomes a standard practice.

In the case of the Hillside Public Library, the jurisdictional difficulties arise from the fact that the original public library in the area - the New Hyde Park Public Library - was chartered to serve only the village proper of New Hyde Park. With extensive development in the area, a section of unincorporated communities began to surround the village of New Hyde Park. Quite logically the residents in the unincorporated areas eventually felt a need for a public library to serve them. Finally, after several unsuccessful tries and a period of some years, a school district library was voted into existence. School District #5 however has between a third and a fourth of its area within the village of New Hyde Park. Consequently, there exists to this day a case of double taxation within the village plots that are also in the borders of U. F. S. District #5. Essentially, there are two public library facilities chartered to serve overlapping jurisdictional units. The end result of the rather uneasy cohabitation of the two libraries has brought restrictive budgets to both year after year so that today neither has achieved the status that the Boards and staffs could envision.

Fully cognizant of the situation, it becomes feasible to move on to examination of all aspects of the service program being alert to realize that many of the present conditions are directly related to the unsatisfactory jurisdictional environment in the area.

LIBRARY COLLECTION

No detailed study book by book or shelf by shelf was made of the volumes in the holdings of the Hillside Public Library. Limits of time and staff preclude such an extensive

examination. However, throughout this report there can be found references to collection needs and collection strength, based almost solely on the observation of the volumes during the various consultant and specialist site visits. Such cursory examinations, while able to pinpoint areas for closer study, do need to be carefully analyzed by the local staff and further explored. It would seem most appropriate therefore for a full-scale inventory - perhaps cyclical - to be undertaken that would assist in refining collection development techniques, in observing more closely the full impact of the school-public library arrangement on the collection's present growth, in being alert to replacement needs, etc.

Foundation for any library's book collection should be found in the Book Selection Policy currently in effect. For the Hillside Public Library, the policy was adopted in March, 1962 and remains in effect at the present time. The statement as written is simplistic and thus much less likely to cause difficulties with interpretation than a more wordy document might encounter. For that reason alone the Book Selection Policy does have merit as it now stands. The only desirable changes that the staff might find useful would be some amplification of the document in light of the fact that Hillside Public Library has gained an additional responsibility for supplying materials for the elementary school of which it is a part. Such a selection responsibility should appear in the policy statement so that guidelines about the zeal with which the obligation is met will be sharply defined. In addition the policy might elaborate on the selection priorities for development - i.e. adult non-fiction, or picture books, or audio-visual materials, etc. In other words, by examining the Book Selection Policy it would be clear which categories of materials would take precedence in the total collection. In all likelihood there exists such an ordering of importance but it is followed by tradition or perhaps shifts often to respond to demand buying. In either event, the priorities should be included in the policy statement to add support to logical and orderly development of the collection.

Assistance in arriving at a workable solution to what appears a limitless selection of possible priorities can be found by using the Wheeler & Goldhor formula from their volume on Practical Administration of Public Libraries, which suggests that 25% of the collection be juvenile titles, 25% adult fiction, and 50% adult non-fiction. From the data submitted by the Hillside Public Library on the Division of Library Development Annual Report Form covering the calendar year 1973, it is possible to calculate the existing percentage distribution of the collection. The breakdown thus arrived at shows the following balance - 28.69% juvenile titles, 16.82% adult fiction, and 54.48% adult non-fiction. In just a short time span, the Hillside collection has become skewed. It could, of course, be argued that the excess in juvenile titles is necessary, in the case of Hillside, in order to fill the special needs of the elementary age pupils at Manor Oaks. But if the present housing arrangement imposes a warped collection on the taxpayers of District #5, is shelter exacting too high a price for what appears on the surface to be a low rental arrangement? Percentages can often be rather deceptive too - so just how many volumes does the 3.69% overage in juvenile holdings amount to? - some 1,576 books, which in the inflationary period of this day represents a large dollar investment. It is obvious that the section that has suffered most by present conditions is the adult fiction collection which is some 8.18% under suggested distribution formulas. From these figures, it is not difficult to determine why statements of priority are needed in the Book Selection Policy. For the Hillside Public Library of New Hyde Park, a reordering of present priorities does appear to be needed so that no age groups in the community are relegated to status as second class citizens in terms of library service offerings.

ADULT SERVICES

The largest group of adults that frequent the Hillside Public Library is the "homemaker" category although an interesting number of secretaries, salesmen, blue collar workers and retired people also take advantage of the services offered. Perhaps because the community within District #5 appears to be insular, family oriented and rather self-contained, the placement of the public library within the confines of an elementary school building, on school property, has not appeared to create the non-welcoming environment one might suppose for the adult population. That is to say, that since the Hillside Public Library has from its opening day been located in the Manor Oaks School, the adult population has become familiar enough with the situation to not be hesitant to take advantage of the services available. The staff has obviously made the most of what could be considered an undesirable situation. Even though the school property fronts on a major thoroughfare in the district, it is not centrally located to the majority of the citizens, thus, making site location one of the major blocks to providing service to all district citizens on an equitable basis.

Reader interest, although, of course, varying with individual taste, does seem to center on crafts, gardening, best sellers, women's magazines, and independent study for upgraded civil service ratings. The collection itself though is oriented heavily toward the school age population with a wide range of materials covering current assignment topics like drugs, ethnic groups, literary criticism, government, short stories, mathematics, etc.

All services - children's, young adult, adult, audiovisual, etc. - emanate from a one room structure which is attached to the Manor Oaks Elementary School. The exterior of the building is of brick with large lettering - Hillside Public Library, New Hyde Park - clearly visible from Hillside Avenue. Immediately surrounding the building are neighborhood homes and on one side, a neighborhood shopping center. The parking for library patrons is totally inadequate, providing for about 5 cars and requiring some degree of driving skill to maneuver in and out. The school grounds are kept by the school custodial staff and add a neat and maintained look to the library. There is a double door, glass entryway to the library room, housing two floor type revolving paperback racks. Community information - voter instructions, civil service announcements, etc. - is posted on bulletin boards in the foyer. Once inside the library room, the adult collection is situated to the right with the non-fiction and biography section housed at the front of the building and fiction, reference, college catalogs, microfilm readers, the summer reading supply of required senior high classics, etc. at the back of this same right wing. New books - both fiction and non-fiction - are stacked on shelves in the mid area of this wing, against the row of windows. On the window sill are civil service manuals and in cupboards under the windows, the back issues of magazines are stored. In the middle of this right wing are four tables - 2 round tables and 2 oblong tables for patron use, with seating for 16 patrons. The card catalog is also located on the right side. Simply stating that the Hillside Public Library is crowded seems somehow inadequate to describe actual conditions in the one room. Other adult services are located behind the circulation desk in a corridor that leads to the elementary school hallway. Here the current periodicals are displayed, lounge seating for 5 is available, an audiovisual listening carrel is located, and carrels for the Indexes

are placed. The only adult service that is located in the children's wing on the left is the vertical file storage which, due to lack of space, cannot be situated nearer adult tables.

Limitations imposed on staff and patrons because of the present building's size are immense. It is difficult to suggest a more functional arrangement - given the bounds of available space, the staff has probably arrived at the most workable solution. But it is by no means ideal. For instance, use of the facilities by the handicapped is restricted since there is no room to manipulate a wheel chair or crutches without bumping into many objects. Daily operations, such as shelving books, become complex since book trucks cannot long block aisles or patrons become frustrated and leave without the needed materials. Using the card catalog can mean blocking an aisle or crowding other patrons. Satisfying the needs of adults and children at the same time can also create problems. Having wiggly, boisterous youngsters among adult patrons needing peace and quiet for reading or research just does not mix.

Book selection for the adult collection is done entirely by the Director - the only professional librarian currently employed at Hillside. Resources available and used by the Director in the process of selection include: Publisher's Weekly, Library Journal, the New York Times Book Review section, and the various Nassau Library System recommended lists. Some purchases though are made only on the basis of publisher's catalogs or occasional visits by traveling book salesmen. In addition, best sellers are available through a blanket contract and thus require no selection time. In a library situation such as exists at the Hillside Public Library, adequate time to properly select and work toward a balanced, current book collection often takes second place to the more pressing demand of satisfying patron reference requests, carrying on the administrative details of supervising a staff of clerical personnel, tending to budgetary preparation, etc. Put another way, it is virtually impossible for one person to perform the job of four. For if the Hillside Public Library met the American Library Association "Statistical Standards" which state that "for every 6,000 population served there should be one professional," then Hillside would have four librarians to perform the tasks now delegated to one person. A liberal and yet realistic interpretation of the standards would push the number to five professionals on the staff since in actuality the Director should have administrative and community relations duties beyond the daily workload involved with coverage of major desks - i.e. the reference desk, the reader's advisory desk, the children's desk, etc. - thus necessitating a count of five with all other professionals directly responsible for public service jobs.

Consequently, it is not hard to explain why some of the collection development needs have not been tended to - simply not enough staff time available. So it is possible to find multiple copies of titles in subject areas, some of which have not circulated in years (for example, 4 copies of Chalmer's Hooded Americans), still on the shelf although they should be discarded. Other examples, like Clark's Medicine Today, which hasn't circulated since 1966, could also be removed. Other instances of collection neglect which were unearthed showed that such standards as Huebner's Life Insurance was available only in the fifth edition at Hillside although the eighth edition was issued in 1972. Clearly, time is needed for a thorough search of Books in Print to locate superseded editions and make the necessary replacements. In the adult fiction section, if proper upkeep techniques were in use duplicate

copies of once popular titles (for example, Fowles' The French Lieutenant's Woman) could be weeded to make room for more current volumes. During the survey period, a spot check of the "50 Notable Books of 1973" against the card catalog revealed that the Hillside Public Library owned only 14. In conducting this search, it was also discovered that 14 of the non-represented authors on the Notable Books List were in the card catalog by virtue of earlier works. Here again continuity in the collection is not being maintained due to a lack of staff time available to check lists that are widely circulated. Deficiencies and a need for collection expansion were also noted in the following subject areas: anthropology, sociology, social psychology, science, car repair manuals, English and American history.

During the calendar year of 1973, the Hillside Public Library expended $20,452 of a total of $112,367 budget for library materials. Of this $20,452 or 18.2% of the total budget, $15,481 was spent on all categories - children's, young adult and adult - of book materials, while $3,603 was used for the purchase of serials and $652 went for binding expenses. Presently, there are no distinct fund allocations for adult fiction, adult non-fiction or any other category of materials in the book budget with a policy of "purchase as needed" being in effect. As we have seen though, this current policy has resulted in a skewed collection, top heavy in adult non-fiction and juvenile materials which would clearly signal a need for prior budgetary categories to insure orderly growth through expenditures. Replacements are also not separately budgeted; but here too, considering the needs that have been mentioned for superseded edition replacement, updating, etc., there should be a firm commitment made for replacement expenditures at budget preparation time.

According to the Director, there is a standing policy which dictates that for every 5 - 6 reserves placed on a single title, the library will purchase another duplicate copy if the particular volume is a popular title. However, during the course of a survey visit made in October, it was noted that some reserves placed in June for the popular Benchley's Jaws had still not been filled. A ten cent fee is charged for patrons making reserves and interloans to cover the cost of the post card expense.

The library subscribes to ten newspapers including: The New York Times (daily and Sunday), Wall Street Journal, Long Island Press, Nassau Illustrated, Long Island Catholic, and the Herald Courier. Adding Newsday to the list would be most desirable and, considering the numbers of students using the Hillside Public Library - junior high and senior high, as well as, elementary - there should be a need for one or more of the following - Christian Science Monitor, the Washington Post, or the Boston Globe. Full use of newspaper subscriptions depends, to a large extent, on the availability of attractive reading room surroundings which Hillside Public Library simply cannot supply with the crowded quarters in which it is now housed. Apart from the 10 newspaper subscriptions, the library has approximately 100 periodicals, which is near the bottom of the NLS range as compiled from Budget Statistics and Salary Schedules, Nassau County Public Libraries, 1973-74. For populations between 10,000 and 24,999, the NLS range for number of periodical subscriptions goes from a low of 46 to a high of 769. Obviously, the Hillside Public Library surpasses the low of 46 but it is a far cry from the 769 titles held by a fellow Nassau public library. Thus, it is recommended that Hillside increase the variety and scope of the present magazine holdings. Such a recommendation, if carried through

in the present quarters, would create unbelievable hardships in terms of space. But to limit the collection to an inadequate facility's ability to contain items is no solution to providing the best service to the public. Some arrangement must be made, at a minimum, with the school to secure additional storage to facilitate growth. In an attempt to alleviate the space pinch, the staff has been purchasing microfilm of some periodical titles. However, purchase has been done only as finances permit and then blocks of a title are secured. This policy while seemingly dictated by small budgets may not have made the best use of available funds. It does seem wiser to budget for the particular journals in demand and thus be assured of continuity in the collection despite budget fluctuations. Essentially, such a plan would set aside needed funds at the beginning of the budget year, not waiting until a surplus or windfall comes in to select items for purchase. In addition to the microfilm holdings, Hillside also retains bound copies of Time and the Scientific American and the New York Times Index back to 1936. There is no formal retention policy for periodicals - here again the severe limits of storage space are dictating policy, with back issues kept only until space in the cupboards below the west windows is depleted. What a luxury a few inches of storage space would seem to the Hillside staff!

Library planners have long recognized the value of currency in every public library collection and so arrived at the recommended rate of discard - set at 5% annually. The Hillside Public Library has been consistently below that desirable mark throughout the past five year period, coming closest with a 4.16% weeding rate in 1969 and for the past two years, falling short with a 2.15% discard rate in 1972 and a 2.29% rate in 1973. In such crowded quarters, the weeding rate could even exceed the 5% mark and most definitely, must be increased to compensate for the low figures of the past. Additional space economies would involve finding winter storage for the summer required reading of paperback classics and removing holiday books (Christmas, Easter, Halloween, etc.) as the demand lessens.

Registration at Hillside is permanent which requires less bookkeeping expense and yet creates an almost useless file of information. At the time of the survey, no registration figures were available and thus no conclusions or recommendations based on any data can be made. Adult cards are issued to young adults in the 7th grade. The overdue procedure for the Hillside Public Library has become quite involved with a very late book requiring some four transmittal notes, a telephone call, and finally a certified letter - all sent to inspire patrons with overdue books to return them. The staff might find it worthwhile to compare their procedure with that of other similarly sized public libraries in Nassau to see if a change of procedure might be more effective and yet less time-consuming. Such a decision might require some experimentation to arrive at the most workable solution to what has become a perpetual ritual in all public libraries nationwide.

Essentially, there are no special collections at the Hillside Public Library although the library does have about 50 large type volumes for the visually-impaired individual As most of the 50 titles are classic works, the library might find it most useful to supplement their collection on a regular basis with Nassau Library System supplied large type loans. Due entirely to space limitations, there is no foreign language collection at Hillside although an NLS sign about the availability of materials in 20 languages is posted. Considering the rather sizeable amount of foreign born in District #5, some materials, such as requests already made for Polish, Italian and Russian volumes, should be made available locally. Perhaps with the increased weeding rate and storage plan already mentioned, space for such valuable additions can be found.

AUDIOVISUAL SERVICES

Within the past year, growing public concern appears to have centered around the fact that the Hillside Public Library is not equipped to provide the Manor Oaks elementary school students with a "media center" as the other three elementary schools in the district can and do. This fall, in an attempt to remedy this situation, the school principal and the Director of the Hillside Public Library submitted a proposal for establishment of such a center in an adjoining school room that could be modified to link with the present room housing the joint school/public library facility. Within only a short period, the grant proposal was returned with no funds being allocated because neither the school nor the public library had extra funds to hire an audiovisual clerical assistant to operate the proposed center.

Although there is no disputing the fact that the Hillside Public Library does not operate a media center with basics like activity areas and spatial freedom and integrated shelving of print and non-print media, it should not be overlooked that the library is attempting to provide varying audiovisual experiences within the limits of its budget. Some of the difficulties being encountered in this attempt are 1) a lack of adequate materials support, in monetary terms, from the school which the public library is attempting to serve, 2) a lack of communication between the public library staff, the school administration, and the public as a whole as to the hard and fast dollar amounts necessary to provide service beyond the shoe string variety now offered, and 3) difficulty in orienting present clerical staff into the audiovisual approach to library service.

In accessing the present state of the audiovisual art at Hillside, an inventory of available holdings - both hardware and software - is indicated -

16mm Film

It is unusual for a library with the budget restrictions imposed on it that Hillside has had to delve into the 16mm league at all. 16mm films are costly in actual price amounts and tend to prove costly in terms of rather low life expectancy. Here the advantages of participation in a system with overall expense shared among many, is a definite asset to one and all. Hillside's holdings in this area are specialized though and do not represent dollar expenditures because they were gifts presented to the library. The forty 16mm films in the Hillside collection are all Popeye shorts which were mounted at the Nassau Library System on several large reels. They enjoy wide popularity among the younger set at Hillside.

Phonodiscs

Adult recordings number about 2500 while children's selections are estimated at 250. The corridor behind the circulation desk leading to the elementary school hall contains bins for display of the adult offerings. The left wing (as you enter the building from the front doors) contains the children's department where the bins for the children's records are located. In the adult grouping there can be found a mix, including: pop music, vocalists, jazz, classical music, folk music, musical comedy, country and western music, language instruction, spoken recordings of Shakespearean works, etc. While in the children's collection, the selection consists mainly of songs and stories. Unfortunately, in both sections many records are damaged beyond usefulness and therefore, weeding appears to be a priority for upgrading both collections. During the 1973 calendar year, the Hillside Public Library spent $716 of a total library materials budget of $20,452 on phonodiscs and cassette purchases. This represents only 3.5% of the total materials budget which is

inadequate to allow for replacement, additions, much less expansion into new areas of audiovisual possibilities. Essentially, Hillside has been relying upon past purchases to maintain the collection. This plan cannot last much longer simply because a great many audiovisual materials have a low life expectancy and phonodiscs certainly fall within this category. Here again, it appears clear that the Board and staff must outline priorities at budget time with more commitment to support of non-print media than has occurred within the past years. A complete listing of the record holdings can be found in the card catalog filed after the letter "Z". With the Nassau Library System's entry into processing for phonodiscs, Hillside should find time to mesh the present collection with the ANSCR system of cataloging. Such a project should not prove overly time consuming if weeding of the collection precedes the changeover.

Audio-cassettes

It is virtually impossible to check out a volume at the Hillside Public Library without noticing the cassette cabinet situated on the corner of the circulation desk. The cabinet, a gift of the local Rotary Club, holds about 200 cassettes for loan. Subject matter ranges from travel, drugs, steno skills, capsulized books, auto repair, etc. to the cassette package supplied through the Nassau Library System and covering a wide range of spoken recordings on topics like history, literary criticism, philosophy, etc. Location of the cabinet appears to foster usage of the materials. Children's cassettes are not stored in this manner but are packaged with books, which has proven rather unsatisfactory. It is possible that the staff would want to experiment with Weston Woods hangers - an attractive packaging in plastic bags on hangers suspended from a rack. This arrangement would necessitate some additional space being found in the juvenile section or it too would prove undesirable and only aggravate the space crisis. Cassettes are cataloged and interfiled in the card catalog - green bands at the top of each card distinguish cassettes from books at a glance.

Filmstrips

A metal file in the staff work room/Director's office contains the 658 filmstrips of the Hillside Public Library. A large number of these filmstrips were deposited with the library at the time of the merger of the Manor Oaks school library with the public library. Consequently, many of the filmstrips are curriculum oriented. A catalog of the holdings of the library has been published and the various listings are available for interloan to other system members. From all indications, the filmstrips do not receive heavy usage.

Miscellaneous Non-Print Media

It has become quite ordinary to expect a library to supply educational and informational data in packages other than the customary hardback book. At Hillside, the budget and budget priorities have retarded growth of such non-print items as framed prints, circulating sculpture, slides, etc. but there is some evidence of the non-print media approach beyond the rather familiar forms of films and phonodiscs, including: a circulating drug education kit, a rock kit, and ship models. Such varied techniques to encouraging increased participation by the public are noteworthy. However, it should be said that circulating objects require a goodly amount of upkeep or they become too bedraggled to be acceptable. Much care must be taken in selection

too or the full impact of the information is lost. In the case of the drug education kit for instance, the real worth of its ability to communicate with today's youth is questionable simply because, in at least one case, the descriptive example is not translated into street parlance and consequently suffers from that dread disease - "the generation gap."

Audiovisual Equipment

Even within the strictures of budget and space, Hillside has been able to fashion a listening center. The "center" is located on a carrel in the same corridor area housing the current periodicals. Equipment in the center includes a Garrard turntable, a Realistic stereo amp, and four sets of headphones. Also on the carrel is a Singer Auto Vance II sound/filmstrip viewer with 6" screen. Elsewhere in the building, there can be found a 16mm Bell and Howell projector (autoload model) that is showing its advancing age - now nearly 10 years old which in terms of the obsolescence rate of audiovisual equipment is decrepit. This model is in the shop three to four times a year and should be replaced since the repair costs are not inexpensive. Repair expenses could be better utilized on purchase of a newer model. The projector is now loaned overnight if not in use during library programming; thus, it could be desirable to retain this equipment exclusively for loan.

In addition there is also a Prima filmstrip projector and 6 cassette players. It is recommended that the library secure, at least, 6 more cassette players, through gift or purchase, in order to provide equipment for circulation. If these purchases can be effected, then Hillside should consider a capital expenditure for a high-speed cassette duplicator for one-to-one copying. With an in-house duplicator, no masters would circulate - only copies - thus extending the life expectancy of each cassette purchased. In addition to these equipment purchases, the library should buy film rewinds and a small repair kit for cassettes.

To provide some idea about the type expenditure that is being suggested, the following chart is given, although the prices are only approximations and with today's inflationary trend could prove too low:

Cassette duplicator	$1,000
Cassette blanks for duplicator	300
16mm projector	550 - 650
6 cassette players ($35-$50)	300
Film rewind	75
Cassette repair kit	25
Total	$2,350

Such an increase in audiovisual capital expenditures would need to be spread over several budgets or facilitated by gift funds, if the present budget is not to be dramatically increased.

Staffing for the audiovisual segments of the Hillside library comes from the moments the Director can spare and from clerical assistance covering the circulation desk during all open hours. To even imply that Hillside should hire an audiovisual specialist is unrealistic in terms of present budget and other pressing staff needs in the library. But without additional professional staff available, a great deal of the

potential value of the available audiovisual collection will never be realized. Interpreting the collection to the community is a professional assignment as is selection - both of which suffer presently from lack of staff time to devote to any one project. It is recommended therefore that the individuals hired for professional jobs in the reference and children's departments be required to possess some degree of audio-visual/media skills so that the AV portion of the library receives more attention and an equitable position in the priority scale of the total organization.

For an idea about the standing of the Hillside Public Library among five other Nassau County public libraries serving similar populations, a survey of the amount of 16mm film usage was taken during the period October to December 1974. The results show:

	Community	Schools	Library	Home
Plainedge	13	12	5	26
Lynbrook	15	73	11	60
Uniondale	67	75	27	18
North Bellmore	9	58	6	87
Hillside	65	22	35	10

The wide variation in the above figures makes definite conclusions difficult, if not, impossible. But some facts still are evident although, with such a slight sampling they would need further data to prove conclusive. For instance, it does appear that Hillside relies to a heavier extent on in-house usage of film programming than the other four. This could indicate a need for more programming variety on the part of Hillside and an over dependence on film showings. Community usage is high which does reflect that Hillside is attempting to satisfy group needs within its community and is having a degree of success in communicating the availability of its film service. One area that could be strengthened is personal usage of films but this service depends to a larger extent on the availability of private 16mm projectors which may not be widely available in the low to moderate income group of District #5. And, in concluding this look at film usage over a three month period, it does seem appropriate to mention that for a library which relies to such an extent on the NLS film holdings, it is a great loss that present staffing patterns at Hillside do not allow the Director or the Children's Trainee to attend film previews at the Service Center and thus actively participate in the selection process, as well, as be in a better position to choose films for local needs by being always alert to new film offerings.

CHILDREN'S SERVICES

To walk in the Hillside Public Library is to know the important position that Children's Services occupies in the overall philosophy of service that is being practiced daily. Whether this is a pattern that has consciously been evolved or a plan that flowed of necessity from the physical surroundings at Hillside - i.e. the Manor Oaks Elementary School - is unclear. What is certain is that for nearly a year and a half, the Hillside Public Library has functioned during all the weekday morning hours as a school facility for the children enrolled in the elementary classes at Manor Oaks. Apparently, judging from an interview with the school librarian, the present arrangement is most satisfactory from the school's point of view. By incorporating the rather slight resources of the former Manor Oaks Elementary Library with those of the

Hillside Public Library, the students have a whole plethora of materials never before possible. Assessing the impact that the combined service has had on the public library aspect is not so easily done however. Traditionally, public library service has a rather low profile that allows for wide latitude in development of services offered. That is to say, public libraries do, of course, experience public demand for best sellers but they do not experience the kind of immediacy of demand that structures both special and school libraries. For these types of libraries, the goals of collection development parallel organizational or curriculum goals and there is little latitude for unrelated material purchases. In experimental situations of combined public/school library service, it has been observed that the less vocalized needs of the community will, over a length of time, tend to become relegated to second place status as the immediate day-to-day, period-to-period demands of the school curriculum assume priority. As an example of the gradual type of change that is occurring in the Hillside Public Library, examine the following statistics gathered from orders outstanding on November 8, 1974:

	816 books on order
(8.82%)	72 specifically for elementary school use
(11.27%)	92 specifically for junior high school use
(3.18%)	26 specifically for college use

In addition, the Director indicated that his search was actually short of the true picture of purchases because "there are additional books ordered by the children's librarian strictly in support of the school curriculum, but I have not attempted to ascertain the number." Of course, it should be pointed out that any public library - regardless of location - could be purchasing for the college age audience and consequently the 3.18% really has little bearing on the combined facility. Even removing that percentage though, the Hillside Public Library is spending 20% (plus the surely sizeable amount the children's librarian selects, which is not reflected in the 20% figure) of its total book budget in support of curriculum oriented materials. Considering that Hillside is already below the state and county average expenditures as we have seen, such budget allocations are only serving to deplete an already low operational base.

Another detrimental feature of the present arrangement is the fact that District patrons are restricted from using their public library facility until after noon each weekday. And while it appears that many have made the adjustment, we are left to wonder how many patrons have had to cease using the services and how many arrive during the morning hours, when library activity is at a peak with school classes, only to discover that they are locked out of the building. For contrast, the last three survey sites in Nassau County - Sea Cliff, Locust Valley and Hewlett-Woodmere - were reviewed to gain some idea about morning usage among other public libraries that are open. With the building usage statistics from each survey, it is possible to see that, on an average, 23.2% of the total daily patronage uses the Locust Valley Library during morning openings, at Hewlett-Woodmere 22.5% come before noon, and at Sea Cliff, 31.6% of the daily traffic occurs prior to twelve. Perhaps equally significant is the fact that a large amount of this morning traffic comes from the "homemaker with preschooler" group. Obviously, a mid-morning break, taken at the library, offers entertainment and diversion for housebound mothers with toddlers. Certainly in the near future, the trustees and staff of the Hillside Public Library must seriously evaluate the present arrangement with an eye to determining if, in fact, the joint facility is not

actually barring 1/4 to 1/3 of the daily District traffic from using the library services. And if this is the case, is the housing set-up really a bonus to achieving adequate library service or only a hindrance?

The joint school/public library arrangement appears to have been worked out by gentleman's agreement since, according to the Director, there is no contract presently in effect which clearly specifies the exact amount of funds that can be expected yearly from each participant to continue the operation. Apparently, the school does supply the following: 1 page for 20 hours a week, janitorial service, light bulbs, heat, light, the services of a provisionally certified school librarian for all morning classes, and the building itself. At the same time, the public library accepts responsibility for the majority, if not all, of the materials purchased, supplies 2 to 3 clerical personnel during the morning hours to check in and out books for the school students, agrees to restrict public access during the morning hours, accepts school traffic during afternoon hours, provides reference services to students, etc. There is just no data on the actual dollar amounts that this joint venture is costing either participant. Obviously, a closer assessment of the arrangement is warranted after a year and a half of experimentation.

As this particular survey is not concerned with the adequacy or inadequacy of the school library arrangement except in terms of its impact upon public library services, let us now turn to a closer look at children's services available from noon on each weekday at the Hillside Public Library. Located to the left of the entrance, the children's area contains vertical files, the only public toilet in the library, a librarian's desk, two large round tables which seat four each, a children's size round table also seating 4, the juvenile stacks, some wall space for exhibits, and a film viewing screen. The area is packed to overflowing and consequently, presents a rather cluttered overview. During afternoon public library hours, staff for the juvenile section includes the children's trainee and usually one or more clerical aides to assist with programs or craft projects. The trainee is a part time worker scheduled for 20 hours a week which allows her to cover one evening a week and two Saturdays a month. Obviously, then a children's staff employee is not available for some 32 open hours a week. During these hours, either the Director, if he is on duty, or circulation clerks must pinch hit in the juvenile area. Such scheduling deprives the children of District #5 of adequate public library service and makes provision of at least one full time professional children's librarian a number one priority for the juvenile department.

During the course of the survey, it was learned that at least two of the present non-professional staff are interested in furthering their education in library science. One of those indicating such an interest was the children's trainee. With her already valuable experience and obvious knack for working effectively with children, it would seem of benefit to the Hillside Public Library if funds could be found for fostering staff continuing educational experiences through attendance at one of the local colleges or universities. Perhaps the Friends of the Library would find staff educational scholarships a suitable and worthwhile project. In addition to formal educational experiences though, the Nassau Library System does conduct numerous workshops and monthly review sessions that could also fulfill part of the need of expanded educational opportunities for all the staff at Hillside.

During the 20 hours that the children's trainee is available, her assignments include conducting all storyhours - which now number three picture book hours and a

candlelight storyhour, conducting craft workshops, ordering for both young adult and juvenile materials, arrangement and overseeing of all programming (both children's and adult), some publicity projects like preparation of flyers and program announcements for the newsletter or the newspaper, preparation of bulletin boards, some reference desk work (on the nights scheduled particularly), and some circulation duty. Like others on the staff, the children's trainee is a jack-of-all-trades and must, therefore, spread her time and ability thinly in many instances. Just one case in point is the juvenile collection itself which is currently suffering from a lack of regular weeding. Weeding is a time consuming job that has obviously been relegated to a lower priority in the push to stay current with daily work. But a lack of weeding becomes justification for lower purchasing amounts simply because there is "no room for more new books." And so, lack of staff time, it is clear, can set up a whole cycle of problems if left untended. An absence of cross training can have similar effects. With the children's trainee responsible for all storyhours and programs, she simply cannot be ill for any reason as "the show must go on." Administratively, such a demand is unrealistic - everyone experiences unavoidable cases of sick days. And the least desirable service point for an ill staff member to be spreading germs is the children's department. If for no other reason than variety, another staff member or a local storyteller volunteer should be trained to substitute for the children's trainee.

Selection for the juvenile collection is done by the children's trainee, as previously mentioned, except for the juvenile reference materials which are selected by the Director. With the present policy of no definite budget categories for any classes of materials, the children's trainee is doing her task in the dark - not knowing how much she can spend. Such a plan is less than desirable and should be remedied to offer direction to the children's staff and support to the goal of a more balanced overall collection.

The picture book collection appears to be extremely limited which could, of course, reflect the heavy circulation the books receive. But, if this be the case, it does seem strange that Hillside would select only 17 titles from the NLS Picture Book Replacement List, Part II of over 500 titles. So the recommendation is made that increased purchases be made in this section of the juvenile collection. Elsewhere in the collection, many shelves are taken up with poor quality series books such as the Bobbsey Twins series, the Nancy Drew series, etc. Recommendation is made that these series be discarded with retention of a title per series at the most to serve as examples of their genre. Recently, the entire Nancy Drew series was rewritten to avoid previous racist connotations. Any group of books which can be so easily rewritten and have its characters changed about at will has questionable value as literature. It would seem that juvenile paperbacks would be in abundance to extend the purchase power of available funds but such is not the case at Hillside although both the young adult section and the adult section are well stocked with paperbacks. Consequently, it is also recommended that purchase of quantities of quality paperbacks be made in the future to further extend the juvenile selections.

According to the children's trainee, nearly all the juvenile books are selected and purchased through the Nassau Library System's recommended lists, which makes comparison of past monthly list purchases a relatively good barometer of overall buying patterns in the juvenile department. In reviewing the past year's purchases, Hillside averages purchase of fewer than 15 titles per monthly list (the lists average approximately 150 titles each). This low figure would tend to indicate that Hillside

orders comparatively few children's books. And while this finding appears to contradict the overabundance of juvenile holdings in comparison with suggested percentage breakdowns, it could in fact be the case, with the oversized juvenile collection due to a lack of weeding far more than to overpurchasing. Of course, more data would be needed to determine the actual situation - i.e. 1) how many juvenile titles are not purchased through NLS?, 2) what percentage of the total budget is going into juvenile purchases?, 3) how much is the school putting into material purchases?, etc. Not enough hard and fast data was available during the survey to pinpoint the actual problem.

At Hillside, it is accepted library policy that library cards are issued to children once they are able to print their names. To facilitate the use of library materials by the elementary students at Manor Oaks, cards are also issued to every pupil in K-6 in the school. Children may borrow all library materials except for relatively few books which are stamped "adults only." This practice, while not ideal as every censorship example is not, does have advantages for the staff who otherwise would be left to judge each individual case on its own merits and thus create inequality. For juvenile books, the overdue rate is 2¢ a day except that books returned during the morning school hours are not assessed any fines no matter the length of the overdue period. Such a policy, of course, discriminates between the Manor Oaks children and the other children in District #5. The Board and staff, therefore, may want to review this policy with an eye toward elimination of juvenile fines if it appears warranted.

School-public library relations in District #5 could benefit from contact visits initiated by the children's trainee to the other three elementary schools in the area. Even with the joint arrangement between the Hillside Public Library and the Manor Oaks Elementary School, there appears to be little school faculty - public library staff cooperation. Part of the difficulty must be that the school librarian and the children's trainee have different schedules and thus have met only once although they share the same desk, work with the same collection, and often see the same children. On the other hand, cooperation between the parochial school library and the Hillside Public Library does seem quite good. Part of the success here stems from the fact that the parochial school library relies to a large extent upon the discards from Hillside to stock their shelves. This practice means that the parochial school librarian is often at Hillside picking up books and is familiar with the staff, services and collection of the public library. In an effort to acquaint the other schools in the District with the services at Hillside, the staff should consider publicizing children's programs through school distributions such as school lunch menus so that activities receive wider attention.

The three picture book hours that have been mentioned are all registered. In order to reach children with working parents, the staff may want to experiment with an unregistered late afternoon picture book hour in place of the third registered series now going on. The cramped quarters of the children's side of the library room require the staff to move the 3 tables and 12 chairs on that side to the adult side each time storyhour is held. Such an awkward arrangement is far from satisfactory. In addition, the young children present to observe books and films are separated from other on-going library activities by only the film projection screen. Besides these picture book hours, Saturday film programs are scheduled once a month in the school

auditorium. In discussing the lack of access to this "meeting room" during all school hours with the children's trainee, it was learned that despite the two month advance notice of scheduling for the auditorium, cleared through both the school principal and the school custodian, many times films must be shown in the hall because the auditorium is often not unlocked. Clearly, the children's trainee, as a responsible member of the Hillside Public Library staff, needs access to the auditorium key on those Saturdays and evenings when the room is scheduled to be in use by the library.

The services provided by the Nassau Library System for children's departments in member libraries include preparation of the "Children's Monthly List," consultant services, monthly book review meetings, children's film previews, creation and distribution of children's bookmarks, workshops, compilation of replacement lists, coordination of WHLI Story Hour on the Air, circulation of exhibits and displays, maintenance of a Signed English collection for examination and interloan by member libraries, etc. Due to the low staffing level at Hillside, the children's trainee is not able to take advantage of workshops, film previews, and monthly meetings which supply invaluable inservice training and the chance for examination and review of the latest materials. Hopefully, additional manpower in the children's section will allow time to participate in these activities in the future.

REFERENCE

In the Fall, 1974 issue of RQ, a library science periodical, the tentative draft of guidelines for reference service, proposed by the Reference and Adult Services Division of the American Library Association,was outlined. This draft represents the efforts of leaders in the reference field to prepare new standards of service as measures of quality programs for use by the profession at large. Although this first draft received mixed reviews among librarians, it does appear to have value in our present attempt to examine the strengths and weaknesses of the reference program at the Hillside Public Library. The outline itself is titled - "A Commitment to Information Services: Developmental Guidelines" - and in the draft, a definition for reference or "information services" is given as: "personal assistance provided to users in pursuit of information."

At the Hillside Public Library the "personal assistance" comes from a staff of one professional - the Director - who must spread his moments over all phases of the library operation from administrative detail to training of new staff to telephone reference to furniture mover, depending upon the press of the moment, and several clerical staff members who do find they must assist with reference questions although their training is limited to familiarity with circulation procedures. For some 17 hours a week, the Hillside Public Library has only clerical supervision of reference since the Director is not personally available for all open hours. This low staff pattern is contrary to the recommendations in the "Developmental Guidelines" which state that - "a professional librarian/information specialist should be available to users during all hours the library is open."

Again and again throughout the survey, lament over past budget defeats suffered at the hands of the voters of District #5 was heard. And while it is difficult to ascertain the exact cause of each "no" vote, surely a portion of the "no's" were responding negatively to the service package offered. That is, the Director and the Board

should evaluate carefully the possible negative impact caused by having the library open hours when no professional staff is available to assist patrons. Voter reaction in this case may be a vicious cycle - i.e., the Board feels that the public desires more open hours and therefore opens more hours but the public, while probably wanting a wider span of hours, also seeks a degree of reference assistance that expanded staff schedules cannot accommodate and arrives at the library on a clerical coverage night only to be left with an unfilled request that next appears as a "no vote" at budget time. Here the citizen reaction, simply stated, could be - "Why give them more, when they do not do well with what they have now?" In this case, stepped up communication with District citizens to pinpoint needs and reasons for inadequacies would be a beginning to halting the cycle that threatens to strangle the Hillside Public Library.

As is the case with other collections at Hillside, there is no definite amount set aside in the annual budget for the purchase of reference materials. The Director purchases from standard selection media, as the need arises. Strengths in the collection center around the 800's, current affairs, languages, and religion. Viewed with perspective - considerations given to the size of the entire Hillside collection, the public it serves, and the staff available to facilitate use of the materials - the reference collection appears to be quite excellent and numbers about 1500 volumes. It is interesting to note that the strength in religion was developed to fill a presumed need of the nearby parochial school. However, full utilization of these materials has never been realized, proving once again the magnitude of the selection task and the constant need for communication between the citizenry and the selection staff.

The most obvious weakness of the Reference collection is in the 500 section. For instance, the 1960 McGraw-Hill Encyclopedia of Science & Technology should be replaced. In addition some titles should be added in the various branches of science to revitalize this whole section. And, although an apparent weakness can be found in the Reference 700's, the lack of materials here is made up for in the circulating 700 collection. A total reconditioning of the Reference materials would conclude with an inventory and replacement for those items that are somewhat out-of-date, though not chronically so. Later volumes, than those on Hillside's shelves, are available for such titles as Who's Who in America, Private Independent Schools, College Blue Book, Statistical Abstract, Thomas' Register, etc. It should be mentioned that the Director does attempt to expand his limited budget in the Reference section by examining the Nassau Library System's "Gifts for Libraries Shelf" at regular intervals to acquire still useful reference materials free.

In providing Reference service, it becomes vital to have access to information sources that are of a more current and thus more ephemeral nature than hardbound Reference volumes can provide. At Hillside, the two main sources of more current materials are provided through the periodical collection and the vertical files. The need for a wider range of periodicals has already been mentioned in the Adult Services section of this survey. But a word must also be said here about the need for more space to make the periodical indexes accessible to the public. Right now those indexes which are split between the open stacks and the workroom suffer from the separation and thus, from incompleteness. Those particular volumes not in open areas of the library are virtually useless to the public they were purchased to assist. The physical inadequacies of the current periodical display and lounge-reading space and of the retained periodical storage, with backfiles stashed beneath the window sills in

cupboards, offer obstacles to providing quality reference service. In fact, by referring once again to the "Developmental Guidelines" it can be shown that a major problem confronting the Hillside Public Library in providing standard reference service is an environmental dilemma. The first guideline under the "environment" section reads as follows - "The importance of information services requires that service points be as near as possible to the main focal point of activity in the library or information center." At Hillside there is no separate "service point" for reference as only circulation and children's services can be afforded the luxury of space for desks. The second guideline specifies that "the information collection should be situated so that it is near an open area where access allows for quick and effective service." Put simply - there is no "open area" in the Hillside Public Library. The third item under the environment section calls for "individual carrels or other provisions for quiet, concentrated study .... to be available for users of the information collection." The only carrels at Hillside house either the AV "listening center" or serve as storage for indexes and would not qualify in terms of "quiet, concentrated study." In fact, with the close quarters and the abundance of school age youngsters at all hours, it would be unique if the Hillside Public Library ever saw a moment that would facilitate "quiet, concentrated study." In fact, the "Quiet" sign appended to the wall probably produces more nods of agreement than silence! Not to belabor the point unduly, the last guideline which shall be repeated here on environment states - "the main information desk is to be situated so that the necessary conversation between library users and librarians/information specialists is not disturbing to others." Just how that would be accomplished in the present one room facility is unclear if not impossible.

The second source of ephemeral information, i.e. the vertical files housing both the pamphlet and the picture files, are placed near the picture book area of the children's side of the library because there is simply no room left in the adult area to accommodate them. According to the Director, the files are weeded each summer and receive heavy use. Just a quick glance through some of the file drawers shows that overcrowding is not a problem although the condition of most of the file folders signals a need for replacement. Obviously, there is much good and useful material in the files. One set that the staff has found particularly helpful is Gale's International Portrait Gallery.

The Hillsside Library is an active user of the Nassau Library System's Reference Services among the 54 member public libraries. Requests from Hillside are both written and telephoned to the Service Center. Frequently, the written requests arrive with too few details (ordinarily gathered at the reference librarian - patron interview) to pinpoint the exact information sought by the patron and therefore call-backs are necessary to define the limits of the search. On the other hand, telephone requests usually end with the patron speaking directly to the NLS reference staff so that clarification is assured. What all of this seems to suggest is that the Hillside staff is willing and anxious to assist their local patrons but because of a lack of staff time to divide between all questioners, often the requests cannot be followed through, thus, time to do a thorough job with the library's own resources is often lacking. Here the problem is not staff indifference but a shortage of trained staff to provide a high quality of reference assistance.

Total interlibrary loan requests from the Hillside Public Library were 1351 or 1.16% of the total requests handled during the year by the Reference Service Center staff.

Looked at from another angle, we see that Hillside ranks 25th in terms of population served size among other NLS libraries but only 38th in terms of interlibrary loan requests - so although it appears that Hillside is a heavy user of interlibrary loan services, in actuality usage of this vital service could be stepped up. Interlibrary loan availability is one facet of total library service that requires constant communication to receive maximum utilization.

A feeling of mutual concern over staff inadequacies in providing quality Reference service was expressed during the survey by both the Director and the staff. The natural recommendation is that at least one additional reference librarian and ideally two should be employed to alleviate the problem. Should this prove unfeasible for some months, the next recommendation is that the present clerical staff be oriented to the rudiments of reference service techniques, reference materials and sources, and equipment utilization. Referring once again to the "Developmental Guidelines," a major point listed under "Personnel" is - "The information staff is to promote actively the use of all library services." Consequently, equipment operation must be part of the staff's orientation to provide maximum patron assistance in all areas. This suggested tutelage could occur during the morning hours when the library doors are locked to the public. Perhaps the school hired shelver and the school librarian could manage circulation of the books among 30 plus students every forty minutes during the spring, thus freeing the Hillside clerical staff for an in-house continuing education course. Certainly, the NLS Reference staff stands ready to assist with such details as course outline, course content, etc. It cannot be emphasized too strongly that this continuing education series would only be a stop-gap measure and would not take the place of hiring additional professional reference personnel. But such a course could assist with reference once more professionals are on hand too, meaning that the effort to upgrade clerical skills at Hillside will not be wasted no matter what other staff is available to direct or assist.

TALKING BOOKS

Population estimates made in 1973, place the population of U. F. S. District #5 at 24, 866. According to figures released by the Library of Congress, Division for the Blind and Physically Handicapped, at least 3.7% of the population would qualify for talking book services by virtue of being physically unable to read normal-size print. As a point of reference, talking books consist of sets of recorded discs, produced at speeds of either 8 R.P. M. or 16 R. P. M., containing spoken transcription of entire books. Talking books are provided free of charge through the Library of Congress and are distributed through local agencies, in this case - the Nassau Library System and the Hillside Public Library. Recently, spoken recordings have also begun to be produced on recorded cassettes. Library of Congress equipment to play either the discs or cassettes is also provided through the Nassau Library System. By knowing estimates of national needs for Talking Book Services, it is then possible to calculate the number of potential users for these services within District #5 - which comes down to a figure of 920 potential patrons. How tragic it is to know the possibilities for service and then discover that there are only 10 Talking Book readers registered at the Hillside Public Library! Of these 10 only 4 are considered "active" readers with "active" defined as having taken at least one book out during the past year. It is staggering to know the size of the

task necessary to reach more of the handicapped readership in the area. Assistance with this communication job is provided upon occasion by spot TV announcements sponsored by the Library of Congress. The Nassau Library System also has news items about Talking Book Service appearing in the local newspaper media. But the bulk of the task falls to each local library. With the recent demise of the Hillside newsletter, the job of communication of service becomes more difficult. In reaching the juvenile age and young adult age groups, write-ups sent to school newsletters which reach parents and talks or displays for local PTA's would likely spark interest in the services. Involving volunteers in the project also provides a valuable communication tool. For instance, at Hillside, although most of the registered readers arrange for pick-up of their materials, local FISH volunteers do deliver materials. It cannot be emphasized too much the importance of continuing reminders about the availability of service.

If increased knowledge of the existence of the Talking Book service produces a rise in numbers of readers, some restructuring of the present circulation control technique at Hillside must be done. At present, no record of titles on request is being maintained by Hillside, once the Service Center has been alerted to the need for a particular Talking Book. Instead an entry is made in an Interlibrary Loan ledger. Referring back to an entry would entail a search of each ledger page to spot the request. Returned request slips are filed by patron though so that location of a title involves searching every patron file until successful. With the limited size of the present readership, there obviously is no great amount of searching going on but an added number of participants would make the procedures explained unrealistic. Therefore, it is recommended that the second part of the request slips be retained (thus sending only 1 request slip to NLS) to form the nucleus for an out file by title arrangement.

YOUNG ADULT SERVICES

Besides providing curriculum backup materials to help in the preparation of school assignments, there is little else that the Hillside Public Library offers to constitute a really viable young adult program. There is a separate young adult collection that occupies the better part of a section of shelving in the adult area but its usefulness is doubtful. A sign that identifies the area as young adult is almost entirely hidden by a large plant. The collection begins at the end of the adult fiction shelving (in fact in the middle of a shelf) and is followed by Science Fiction and Reference. All of the volumes in the collection are fiction and weeding is needed in the worst way. Non-fiction young adult materials are intershelved with the adult collection. A large percentage of the items included on the young adult shelves are "gumdrop" romances from Avon Press which are evidently purchased in bulk. Such a practice hints at the lack of communication between library staff and the sophisticated young adults of today who are maturing under the pressures of an all too real world and deserve not to be compromised by foibles that most of their elders shun. All of these romances must be removed from the young adult section if the collection is to become functional.

In addition to this fiction section, an extensive collection of school-assigned literary classics in paperback, with many duplicates, lines the back wall shelving ranges. According to the Director, the area schools assign ten of the volumes to be read

per summer by each high school student. Apparently, Hillside is one of the few public libraries in the area that feels the obligation to stock the quantities of materials needed. Hopefully, some storage can be located to remove these space absorbers until their usefulness is increased during the summer months.

During the survey visit to Hillside a random check of the shelves turned up only one "general advice" sex education title that would assist with young adult queries and a handful of titles dealing with adolescent development. Quite obviously, materials in this area of great concern to young adults are needed.

Unfortunately, just as in other parts of the collection, there is no separate budget category for young adult book purchases, audiovisual purchases, or programming. Presently, only book purchases are made specifically for the young adult age group although other materials in the collection do receive use from this segment of the community, including: phonodiscs of rock and popular recordings, cassettes with topical interest for the teenage set, the filmstrip collection, etc. Fortunately, it is standard library policy to allow students in the seventh grade and beyond to use all materials in the collection with no restrictions imposed. In reviewing the Hillside Public Library's buying habits, it was found that only 18 books out of a recommended listing of 617, from three of the NLS Young Adult monthly lists of 1974, had been purchased at Hillside. Again this may indicate an accurate picture of the miniscule purchases for young adults in the area or it may indicate that Hillside relies heavily on outside acquisition sources for purchase of materials. (See Chapter VI - p. 4-5)

Staffing strictly for young adult services is non-existent at Hillside although duties are shared between the director who gives Reference assistance and the children's trainee who apparently selects for the collection of young adult fiction. None of the staff though has the training and background experience to offer services oriented primarily toward the young adult. Such a lack of specialized staff accounts in large measure for the few young adult services and programs that are offered. Probably the limited age group that the young adult collection is geared to serve (from 7th grade through 10th grade) also is reflective of the feelings of staff inadequacies for providing a dynamic program of interest to the mature young adult. Certainly, if Hillside Public Library were meeting suggested staff standards, there would be a young adult librarian on the staff devising activities and collection strengths to adequately serve this key age group in the community. With added professional staff members, there would be enough coverage in the library to allow for attendance at NLS-sponsored young adult monthly book review sessions which have been held without Hillside's participation during the past years.

Even the addition of a professional young adult librarian will not ensure success with this service area though unless changes are made in the physical facilities to allow for some flexibility. A young adult nook with lounge or pillow seating and with a separate and current collection of high interest materials for young adults like posters, books on recreational subjects, records, cassettes, paperbacks, volumes on sex education and career guidance, etc. would be a must for attracting this age group and offering them interesting and enticing options. Definitely, budget preparation should include provision for young adult programming. In devising programs of interest to teenagers, a young adult advisory board could be created.

In essence, young adult services are at low ebb at Hillside and will remain so until given some priority status in terms of staff, materials budget, space allocation, and programming. Such commitments though come only from the Director and the Board of Trustees who must finally weigh all options and chart the desired course.

STATISTICAL RECAP

Now that the broad overview of the level of service that is being offered at the Hillside Public Library is complete, a closer glimpse of the actual figures on collection growth and change may clarify some of the problems facing the library in its present circumstances:

CHART I - Library Holdings

	ADULT			JUVENILE			
Year	Fiction	Non-Fiction	Total	Fiction	Non-Fiction	Total	GRAND TOTAL
1969	6491	18,709	25,200	3074	7559	10,583	35,783
1970	6507	19,842	26,349	3328	7922	11,250	37,599
1971	6561	20,422	26,983	3357	8222	11,579	38,562
1972	6904	21,622	28,526	3413	8363	11,778	40,304
1973	7186	23,272	30,458*	3682	8575	12,257	42,675

*adjustment made in report figure to compensate for slight error in addition

CHART II - Books Added

	ADULT			JUVENILE			
Year	Fiction	Non-Fiction	Total	Fiction	Non-Fiction	Total	GRAND TOTAL
1969	741	1950	2691	145	444	589	3280
1970	417	1776	2193	352	476	828	3021
1971	330	1478	1808	263	465	728*	2536*
1972	469	1625	2094	170	349	519	2613
1973	562	2070	2632	354	364	718	3350

*adjustment made in report figure to compensate for slight error in addition

CHART III - Books Withdrawn

	ADULT			JUVENILE			
Year	Fiction	Non-Fiction	Total	Fiction	Non-Fiction	Total	GRAND TOTAL
1969	452	603	1055	275	159	434	1489
1970	401	643	1044	48	113	161	1205
1971	276	898	1174	236	165	401	1575*
1972	231	320	551	114	204	318*	869
1973	280	460	740	85	154	239	979

*adjustment made in report figure to compensate for slight error in addition

All of the figures in the three charts were taken from the Hillside Public Library's Annual Reports to the Division of Library Development for the five year span 1969 - 1973.

Chart I offers a tracing of collection building trends for the five year period. In Chapter IV, the suggested formula distribution figures of 1/4 adult fiction, 1/4 juvenile titles, and 1/2 adult non-fiction were given. By contrasting these suggestions with the present holdings at Hillside, it has been shown that both adult non-fiction and juvenile holdings are overly large to the detriment of the adult fiction section. This current warping of the collection is not a new development however. Back in 1969, the distribution percentages fell as follows: 18.14% adult fiction, 29.57% juvenile titles, and 52.28% adult non-fiction. As it happens, 1969 was the year in this time span in which adult fiction most nearly reached the 25% mark. Since then the percentage of adult fiction in the overall collection has dropped yearly at the same time that adult non-fiction rose by some 2-1/4 percentage points. In other words, the buying trend during the past five year period has compounded the skewing of the collection with no apparent planning underway to restore the collection to a more workable distribution.

Moving on to Chart II - Books Added - the figures recorded here present a picture of an erratic buying record that leads to the conclusion that little preplanning is occurring at the Hillside Public Library. In the Adult Fiction column, for instance, although a noticeable sparcity of materials in this category was apparent throughout the five year span, the buying pattern fluctuated yearly, resulting in purchases falling off some 179 volumes (from 741 in '69 to 562 in '73) - only accentuating the gap. In fact, the only category of materials that has consistently shown purchase increases over the 1969 purchase figures is Juvenile Fiction. And even in Juvenile Fiction the fluctuations have been dramatic with, for example, the additions made in 1973 more than doubling those of 1972. This chart alone presents challenges galore for both the Director and the policy making body - i.e. the Board of Trustees. The time has arrived for some earnest grapling with the task of providing a quality collection for the citizens of District #5 and fulfillment of that task lies in conscientious planning in contrast to undirected happenstance. In capsulizing Chart II and its message for the Hillside Public Library Planners, a quote originally from Alice's Adventures in Wonderland that appeared in Kenneth E. Beasley's A Statistical Reporting System for Local Public Libraries seems most appropriate:

"Would you tell me, please, which way I ought to walk from here?"

"That depends a great deal on where you want to get to," said the Cat.

"I don't much care where," said Alice.

"Then it doesn't matter which way you walk," said the Cat.

"..... so long as I get somewhere," Alice added as an explanation.

"Oh, you're sure to do that," said the Cat, "if you only walk long enough."

Chart III reflects the weeding pattern of the last five years at Hillside. Although not as erratic as the acquisition chart, it too is indicative of the lack of a set weeding

policy - this at a time when space conditions alone would have seemingly demanded strict adherence to some formula. The fact that the recommended rate of discard for a public library collection is set at 5% annually has already been mentioned in the Adult Services section of this chapter (see V-6). There it was also pointed out that at no time in the past five year period has Hillside reached the desirable 5% mark. In terms of actual book volumes though, the lack of adequate discard rates has meant, for example, that in 1969 at least 300 volumes were left on the shelf that should have been removed to make way for more current materials. The pattern is the same for the next four year period as: 1970 -676 volumes short of the 5% goal, 1971 - 354 volumes short of the 5% goal, 1972 - 1148 volumes short of the 5% goal, and 1973 - 1156 volumes short of the 5% goal. Adding all those sums together, it can be seen that at least 3634 volumes currently in stock at Hillside represent outdated items that should be removed to allow for continued growth of the collection. It is possible too that Hillside, with enormous space problems, may elect to adhere to an even higher rate of discard than 5%

Before this rather close look at the collection concludes, a comparison between the present holdings and the Wheeler & Goldhor recommendations for books per capita should be made. On page 554 of their Practical Administration of Public Libraries the formula of 2-3/4 to 3 books per capita for public libraries serving between 10,000 and 35,000 population is listed. Using this range as an indicator of a high and low mark, Hillside Public Library should have between 68,381 and 74,598 current volumes in good condition. With this, as with many other standard measures of effectiveness, Hillside Public Library falls short, reporting only 42,675 volumes for the calendar year 1973.

The 19th edition of The Bowker Annual of Library & Book Trade Information includes the fact that 39,951 new books and new editions of books were published in America during 1973. In that year, the budget available for book purchases at the Hillside Public Library allowed for acquisition of only 8.38% of the published material. Until Hillside reaches the budgetary capability for acquiring between 10 and 15% of the yearly publishing output, it will be severely hampered in supplying its public with the range of materials necessary to fill even realistic demands. Certainly, there is always the possibility that a small budget can be somewhat expanded by obtaining the best discounts - i.e. ordering a larger percentage of materials through the Nassau Library System.

CHART IV - Budget Breakdown

Year	Total Income	% Library Materials	% Salaries Expense	% Other Expenses	% Capital Disbursements	% Unexpended Cash Balance
1969	117,640	18.03	38.83	5.72	1.36	36.05
1970	114,971	18 37	43.94	10.14	.65	26.90
1971	114,063	15.52	47.01	10.44	2.42	24.59
1972	113,500	13.71	54.04	9.60	0	22.65
1973	112,367	18.20	58.30	11.00	2.20	10.28
Recommended		18-20%	60-65%	20-25%		

The fourth chart in this series is included to clarify the budgetary expenditures during the last five year period. At first glance, it is evident that the Hillside Public Library's total budget has been decreasing each year at a time when inflationary trends have necessitated budget increases to forestall loss of purchase power. Apparently, the library has also dipped into the cash reserves each year to attempt to maintain the status quo. Beyond these readily apparent conclusions, the chart as a whole should be compared to the recommended percentage breakdown figures given at the bottom of the first three budgetary categories - Library Materials, Salaries Expense, and Other Expenses. These suggested percentages have some degree of flexibility with the high/low span but even that may prove impractical if the present erratic cost fluctuations of the past few years continue. So, these recommendations must be viewed with the thought that future price variables may necessitate changes in the breakdown spans to perhaps allow for added fuel costs, provide for cost of living adjustments, etc.

Using the chart as a guide, it is apparent that Hillside has spent a relatively high percentage of its total budget on the purchase of library materials except for the years 1971 and 1972. Knowing that even these expenditures have resulted in acquisition of a rather low percentage of the total book publishing output though, it would appear that Hillside should analyze its past expenditures even further to decide if increased purchases through the Technical Services Department of the Nassau Library System would not in fact enable the library to further stretch its book dollar and if increased paperback purchases in all areas of the collection might not also extend the book acquisition figures appreciably. Moving on to the next category - Salaries Expenses - it is apparent that Hillside has stretched its budget to the limits by providing minimal staff salaries through employment of clerical rather than higher paid professional staff. This policy has definitely kept salaries expense at a very low level but such a policy has also diminished service to the citizens of District #5, as we have seen in the foregoing pages. Such an economy may in fact be the major contributing factor to the dissatisfaction that the public expresses at budget time by voting "no" to the service package offered. Far from an economy then, the low level of salary expense may have proven to be an extravagant waste that Hillside could ill afford. In summary, Chart IV shows that the Hillside Public Library of New Hyde Park has regressed during the past five year period - beginning in 1969 with a budget of $117,640 that included a cash reserve of $42,419, the library had fallen to a budget of $112,367 by 1973 with a cash reserve of $11,555. The years ahead are crucial indeed in determining whether Hillside will rally from its present monetary slump and prosper or whether conditions will continue to diminish at the same rate.

THE LIBRARY'S SERVICE PROGRAM

Every public library has peculiarities that are associated with it alone. Libraries are shaped by local circumstances, local economic conditions, the impact of changing directors and trustees, the physical facilities where they are housed, the circumstances surrounding their creation, local political winds, etc. The Hillside Public Library, for example, was created out of citizen frustration over an unserved area and continues to suffer financially year after year in an unsteady political climate in which two public libraries exist to serve overlapping territory. Hillside Public Library has always played the role of stepchild and has never had a separate

facility in which to prosper and flourish without the presence of facility crisis. Even the community it was created to serve clings to a conservative bent and has for a number of years soundly defeated attempts to raise the low budget levels. Obviously, the Director, Trustees, and staff are concerned enough about the diminishing service to seek outside assistance through a request for this very study.

Despite all of these negative influences, the Hillside Public Library has continued to offer its citizenry the basic services that could be expected of any public library - i.e. providing district citizens with a logically arranged, classified collection of materials; assisting patrons with reference service; circulating items from the collection within prescribed guidelines; encouraging utilization of the collection through publicizing services in a newsletter or other news source and through programming such as storyhour and film showings, etc.

The library is open to District citizens from noon to nine each weekday since all the morning hours Monday through Friday are reserved for school library traffic from the adjoining Manor Oak Elementary School. In the winter, public access hours total 52 hours weekly and in the summer that number drops to 43.

Winter Hours

Monday - Friday	12 noon - 9
Saturday	10 - 5

Summer Hours

Monday, Friday	1 - 9
Tuesday, Thursday	10 - 6
Wednesday	10 - 9

From a listing compiled by the Director at the start of the survey, the following staff was available to conduct the services of the library:

Classification	Number
Library Director	1
Library Aide	1 (part time)
Senior Clerk Typist	1
Junior Clerk Typist	1
Clerk	4 (part time)
Page	4 (part time)
Matron	1 (part time)

During the course of the survey, it was learned that both the Junior and Senior Clerk Typists will be off the payroll (through retirement and resignation due to pregnancy) within a matter of months. These two staff losses plus the earlier retirement of another Senior Clerk Typist during the summer, mean that the staff is in a transitional stage at present. To help in assessing the adequacy or inadequacy of present staffing levels, the ALA Statistical Standards published in 1967 states that "for every 6,000 population served there should be one professional and two clericals." Using the 1973 estimated population for District #5 of 24,866, Hillside

should have 4 professional staff and 8 clerical staff. According to full time equivalents, Hillside has 4-1/2 clerical workers (not including para professionals, pages, and custodial workers) and 1 full time professional - i.e. the Director. Such a staffing pattern is inadequate if Hillside is seriously attempting to serve all constituents in District #5.

On the following page a table of library programming for the past year can be found. Except for the "Displays & Exhibits" and the "Craft Programs" categories, the remaining items were all designed for the children in District #5. There is little doubt that programming at the Hillside Library is oriented primarily toward the under six age category. Both the limits of space and of personnel have discouraged further programming; consequently, Hillside has reduced programming to a bare minimum.

During 1973, the library did circulate a ten question survey among the residents of District #5 to determine their opinions about the current services offered. Three of the questions asked concerned library programming and although according to the Director "the questionnaire was never collated," one member of the Friends of the Library group did tabulate the results of question number 3 - "Do you feel there is a need for more adult programs? If so, what type? A. Films, B. Concerts, C. Lectures, D. Series of Courses, or E. Other." According to the conclusions that the Friend tabulated, there were 206 replies to question 3; of these 129 represented persons age 20 and over and 77 came from the under 20 age category. The 206 replies showed that 92.23% or 190 people felt there should be more adult programming. Certainly, such a response gives the Board of Trustees a clear mandate to plan to increase program offerings for adults. Ranked in order of requests, the respondents wanted series, concerts, and films to constitute future programs.

During the past year, adult programs centered around craft topics - for example, dried flower arrangement, terrarium planting, indoor gardening, etc. Some adult programs also came to Hillside through the Nassau Library System's package program, on independent study and gardening, for example. Outside the library itself, various Friends of the Library offer their homes as settings for small book discussion groups. Apparently, part of the difficulty encountered with adult programming in the past has been a problem with scheduling since library access to the school auditorium is limited to after school hours. During the winter months, after school hours fall in the period between late afternoon, twilight, and dark and evidently a large majority of possible program participants prefer the safety of their homes to the dark of city streets. Once again we see that Hillside is having policy dictated not by individuals but by facility constraints.

Film programming for the adult age group has been tried in the past with little success. Reasons for the failure are not clear but late scheduling could be a factor here too as could the problem with the locked auditorium door which was previously mentioned on page V-15. Certainly, earlier showings should be attempted, with films beginning just as the school closes. In an effort to bring in the senior citizens, the budget planners should allot at least $150 in next year's budget for the rental of two or three feature films from Union County Film Service. Presently the basic film reference collection which would assist program planners is relatively good at the Hillside Public Library. The library does own the various NICEM indices, the Educators Guide series, and has catalogs from the major distributors. One addition that would

HILLSIDE PUBLIC LIBRARY of
NEW HYDE PARK
SCHEDULE OF PROGRAM ACTIVITY

Library Sponsored Activity	Frequency of Activity	Total Number of Meetings - 1974	Average Attendance at Each Session	Total Attendance for all Sessions
Summer Reading Club	Each summer			100 children participat
Pre-School Story Hour	3 a week/winter	108	30	3,240
Pre-School Story Hour	2 a week/summer	12	50	600
School-age Story Hour	varies/summer only	10	50	500
Candlelight Story Hour	1 a month	9	25	225
Film Program	1 a month	9	varies	N.A.
Craft Workshop	2 a month/winter	18	35	630
Craft Workshop	2 a week/summer	12	50	600
Puppet Workshop	1 a year	1	25	25
Displays & Exhibits	varies	15	N.A.	N.A.
School Class Visits	5 classes a day	800	30	24,000
Craft programs	varies	11	48	528

round out this collection is Limbacher's Feature Films on 8 and 16 mm. As the film reference service grows, the library should work with already developed groups to supply projectors or perhaps co-sponsor a film showing in the school auditorium - a plan that would insure attendance by group members at the very least.

For a library serving a population of just under 25,000, the Hillside Public Library should be offering the community a wide range of cultural, informational and recreational programs. It should not be uncommon to find chamber music presentations, independent study courses, warm-ins for Senior Citizen discussion and companionship, parent-child-toy demonstrations, coffee house trios for the young adult group, magic shows for children, family film nights, etc. Certainly, the low to middle income citizens should also be provided with the Information and Referral Services that are being tried in numerous libraries throughout the county. All of these activities require adequate facilities, budget commitment, and staff time - the three key ingredients that the Director and the Board must plan for and actively support if the goal of a total program of quality library service is ever to be reached.

THE LIBRARY'S PHYSICAL PLANT

Since the Hillside Public Library of New Hyde Park opened its doors to the public in April 1962, it has occupied the same room on the west end of the Manor Oaks Elementary School. The ribbon cutting ceremony on that April day opened the door to some 3,500 volumes. Today the same facility bulges with the growth of the past thirteen years and some 42,675 volumes. It is even hard to believe that nearly 60 patrons an hour, 7 plus staff members, tables and chairs, other furniture, stacks, a circulation desk, shelving trucks, etc. can all exist in the confines of such a tight area. The very fact that patrons keep coming attests to the heartiness of the District #5 readership!

Behind the scenes too the conditions are sardine-like. There are two rooms - one leading into the second - that serve as staff work and lounge areas. There is no closet for staff coats, so the coat rack occupies a niche next to the small round lounge table. There is little doubt that break time for staff in the adjoining room must be a distraction. This work room contains the Director, his secretary, technical processing personnel, technical processing counter space, the filmstrip cabinets, etc. There is no privacy for staff evaluation conferences or any other Director related activities. Such close quarters must affect staff morale and without a doubt affect efficiency.

According to terms of the lease agreement between the School Board and the Library, alterations can be made to the school property only with the consent of the School District but once made any alterations would remain should the library vacate. The lease agreement expires on October 6, 1976 unless the Library Board picks up the option to renew the lease for another 5 years by giving notice of intent to renew 6 months before the expiration date. Thus, during the year ahead the Board of Trustees at Hillside must make some decision about renewal or begin the search for other space within District #5. It is also specified in the lease agreement that the "School District shall supply heat, light, custodial service, water, power, fire insurance on the building and liability insurance, building maintenance and similar services." However, during the energy crisis last winter, the school suspended heating the school property, and thus the library, at 3:30 each afternoon and

all day on Saturday. While this appears to be a clear violation of the terms of the lease, the library responded only by purchasing some room heaters to keep staff circulation going. With the energy crunch not yet resolved, the Board of Trustees has an obligation as a responsible partner to the lease agreement to ensure that both patrons and staff are given the necessity of heat throughout the winter months.

Details of the building inadequacies have been explained at some length on the preceding pages and so will not be repeated here. It is evident though that something must be done and rather shortly about the need for more space and space designed more in keeping with library goals. Regardless if the new space is just over the horizon or many miles into the future, the planners at Hillside should not use facility inadequacies as a crutch for retarding all services. Clearly, numerous projects such as weeding, adding more professional staff, expanding program offerings, conducting an inventory, beginning the replacement project, producing a more detailed budget, etc. do not have to be halted until another facility is complete and ready for occupancy. That is to say, library services even within the confines of the present building can be improved, refined and expanded.

LIBRARY USE BY ORGANIZATIONS

Some years ago the Hillside Public Library prepared an attractive handbook for the citizens of District #5 entitled - New Hyde Park Directory of Community Organizations - which was designed to assist in locating information on governmental as well as community group organizations. Contained in the booklet are addresses and phone numbers for such vitals as the fire department, the police department, the dog warden, the village mayor, funeral homes, public and parochial schools, etc. During the course of the survey of the Hillside Public Library, the Directory was used to obtain names and addresses of organizations from which it was then possible to compile a sampling for a brief questionnaire (see Appendix C-1). Essentially the questions were included to determine the services various groups were receiving from the Hillside Public Library and those services they had not utilized but considered of value to their group work. At the outset, it should be stated that the jurisdictional overlapping between the New Hyde Park Public Library and the Hillside Public Library could mean that some organizations rely on one of the libraries and not on the other. Consequently, the survey had both Directors' addresses listed as possibilities for questionnaire return.

In all, 52 questionnaires were sent to schools and organizations within the two libraries' service areas. The response was disappointing as only 4 forms were returned (7.69%) and one of the four was mailed back without being completed. It would be difficult to determine why response was so low. There could be many reasons including 1) the fact that the Directory is out of date and therefore forms could have gone to no longer current addresses, 2) reluctance to spend time and effort on questionnaire answering no matter the source, 3) a possible result of the low profile the public libraries maintain in the area, etc. In an effort to make further contact with existing groups to gauge reaction to the public library services, some random telephone calls were placed to organization officers in the District.

One of the individuals contacted by phone was the Cultural Chairman of the Long Island Chinese Circle who indicated that a rather large colony of Chinese people resides in the Hillside area. None of the Circle members is in need of materials in Chinese though but they are interested in Chinese art and Chinese antiques and would utilize books on either topic. Apparently they feel their special needs are not available in the book collection at Hillside and therefore members are using the nearby Great Neck Library. The Cultural Chairman was not acquainted with Interlibrary Loan possibilities. As a follow up on the conversation, the chairman forwarded a sample list of volumes the Circle could use and this list was checked against member's holdings in the Union Catalog. In this check, it was found that 18 of the 20 titles are held by at least one of the 54 system member libraries, and thus available to the Circle through interlibrary loan from Hillside. The only service that the Chinese Circle had utilized was the film borrowing at Hillside. The suggestion was made that the Cultural Chairman contact the Director about group needs and possible coordination of interest.

A past president of the Hillside Park Oaks Garden Club was also telephoned. Contact between this club and the library seemed stronger as the Garden Club had given a collection of gardening books to the library. In addition the club has also utilized the film services at the Hillside Public Library.

Another group - the Boy Scouts - was contacted through a phone call to a local troop leader. This particular troop has also used films available through the library. In addition several scouts have obtained badges by doing volunteer work at the Hillside Public Library. As far as books go though, the troop maintains its own set of handbooks since those copies at the library have been found to be out of date. Here again it was suggested that the leader contact the Director to work toward further cooperation.

Although not a great many groups were contacted by either the questionnaire or the telephone survey, some recommendations can be made on the basis of the information known thus far. A first priority to reestablishing contact with existing groups would be an updated and revised publication of the Directory. Certainly, the three groups mentioned above should be contacted to pinpoint needs that the library could be fulfilling. The library staff should also consider a telephone call to a larger sampling of the organizations not answering the questionnaire to acquaint them with the library's services. In addition a brochure outlining the library's services to groups and organizations should be constructed to acquaint prospective users with the offerings. Consideration should also be given to creation of inexpensive book marks listing samplings of library materials available for loan - there appears to be a need for a book mark on Chinese art volumes, as an example. The suggestion of cooperative film programming between groups and the library has already been mentioned but such cooperative programs would not need to be limited to film showings alone. Certainly, with the end of the Hillside Public Library newsletter, there should be requests made to a variety of organizations that information on library services and activities be placed in their newsletters.

BUILDING USAGE SURVEY

Public libraries, caught in the midst of today's inflationary spiral and forced to compete in a lively market of public and social services, have begun to look to new measures of judging impact and effectiveness from services given. For eons, the one statistic used to describe the public response to library service has been the circulation record. Circulation statistics do not, nowever, accurately measure total usage of library programming. The figures exclude ready reference requests answered by phone, eliminate the numbers of people using the library as a study or reading center, discount the individuals touring library exhibits, ignore the numbers participating in special programs such as story hour, craft programs, film showings -- the list goes on and on of services offered that would not be evaluated were circulation figures to remain the major measurement tool.

In an effort to remedy the situation, a team of researchers at Rutgers University began to work in 1970 on devising new techniques of measurement. The original proposal for the study was submitted by Dr. Kenneth Beasley with Dr. Ernest De Prospo selected as principal investigator for the field research. By the end of 1973, a progress report entitled, Performance Measures for Public Libraries was available so that librarians could begin applying the tools developed. Two of the Rutgers' methods of measuring library activity --the circulation distribution form and the building usage survey ticket (See Appendices D and E) -- were employed during the early phases of the Hillside survey. The building usage tickets helped pinpoint peak usage periods, elicited some idea about user satisfaction, and defined in general terms the various publics frequenting the library. The results of this survey are charted on the following pages (See Tables A through F). The circulation distribution form assisted with determining the average number of books checked out by each user and with separating circulation from other in-house usage occurring daily (See Table F).

The library Director was asked to select three days for the survey -- one day of light usage, one day of medium usage, and one day of heavy usage. Both the building usage study and the circulation distribution records were completed during the three days chosen. As can be seen from the first three tables, the library was open from 9 a. m. to 9 p. m. each of the three days although as we have previously learned, the morning (until noon) is reserved strictly for utilization by the Manor Oaks Elementary pupils. For a better assessment of the public library activity without the school library ingredient, the staff may elect to conduct another usage study during the summer months when the public is allowed entry during morning hours.

Tables A - C contain actual head counts of persons in the library at various hours. Consequently, if a patron enters at 9 and does not leave until 11:15, the hours 9 -10, 10 -11, and 11- 12 would all have tallies of his presence to present a clearer picture of the patron load at various periodsduring the day. By the same token though, Table D, except for part B, does not make allowance or additions for those remaining

beyond an hour in the library; thus the example from above could be counted as a male only once for percentage purposes in Table D, Section A, 1.

It is interesting to see from Tables A - C that apparently the morning M, W, F classes are divided according to sex while T, Th classes contain mixed groups. Beyond that the most striking feature of the three Tables is the predominance of student traffic in the library. Even in the afternoon when formal library classes are not in session, the numbers of students approximate the morning required attendance.

Table D really confirms what Tables A - C appeared to indicate - i.e. that slightly over 65% of the patrons utilizing the Hillside Public Library are students. In addition, Section A, 3 goes on to show that of this 65%, some 55% are in the elementary school range - most probably Manor Oaks Elementary School students. The significance of such data can be found only in the part it plays in helping the Board of Trustees evaluate the success of their goals for library service. That is, if the primary goal of the Hillside Public Library is to provide library service to the under 16 age group and thus attempt to educate a maturing section of the community to the assets of library service and trust that this educational process will eventually result in approved budgets - then perhaps Hillside is meeting its goal. But if the Hillside Public Library is setting sights on a package of total library service for all segments of the community, realization of success is not close.

Moving on to Table D part A, 4, it also is quite apparent that the second most faithful attendants come from the Housewife/Mother category which accounts for almost 42% of the non-student traffic. Such a following really should be offered more program possibilities and more fiction, at the very least. With this group, the library staff should also be most successful in communicating the financial needs of the library. Certainly, the staff should take heart at the amount of "retired" patrons that make use of the facilities. Such a core group of active participants could serve as the basis for extending programming service, housebound service, etc. to this increasing segment of the District #5 population. Before leaving part 4, the rather low percentage of non-students who are blue collar workers (5.93%) when compared to the District citizenry, many of whom are blue collar laborers, should signal a need for planners at Hillside to devise different opportunities to serve them. A prime example could be instituting an Information & Referral Program to help residents locate existing governmental and private agencies that can care for their problems - all the way from consumer fraud to family counseling.

Section B of Table D charts the amount of usage occurring at all open hours during the three day survey period. Discounting the morning traffic, we can see that peak periods of use occur from 1 p.m. to 2 p.m. and from 3 p.m. - 5 p.m. Certainly, staff coverage should acknowledge periods of heavy use.

Section C of this same Table records the amount of patron satisfaction with the services offered. The staff should be pleased to know that almost 75% of present patrons are satisfied with the kind of materials and services they receive. Disregarding the rather high percentage of "no response" (4.42%) though, that leaves some 22% of the patrons who have some complaint with the present offerings. The simplicity of the user ticket is designed to encourage instantaneous response that will lead to further evaluation and point the direction to planning needs. Consequently, the "why"

of the dissatisfaction is not elicited but preceding information from Chapter V should give planners an idea about target areas to strengthen and revitalize in an effort to lower the dissatisfaction rate.

Table E is a composite picture of the average amount of time spent by the majority of patrons on a visit to the library. The rather high number of patrons who stay in the library for 45 minutes is in large measure due to the morning school classes that stay approximately 45 minutes per class. Here we see that a great deal of the Hillside Public Library traffic stays for 15 minutes or under in the library on an average visit. In such a crowded area this steady stream of in and out traffic adds to the confusion and probably discourages patrons from staying to do research or study. Here again the need for another facility is evident so that circulation traffic could be removed from major reading and study areas.

The last Table in this group (F) offers an interesting picture of circulation at Hillside. From the circulation distribution count, it is apparent that the percentage of users checking out books fluctuates from day to day. From this it does seem possible that on both Monday and Friday there was a high amount of school usage. The inconsistency here does indicate a need for separating circulation figures between the student traffic and the later citizen traffic so that the Board can better assess the impact of the combined facility on overall service to U. F. S. District #5. The last column - "Average No. of Books Circulated per User" leaves Hillside Public Library with an average of 2. 4 books checked out per patron. This average is below the range of 3. 10 - 3. 67 books per user figures that the Rutgers survey team arrived at in their random testing of this form and could indicate that the variety that the patrons seek in the materials collection is lacking. Lastly, in looking at Table F, it is evident that 38% of the people entering the Hillside Public Library did not check out a book - on Thursday, 57% and on Friday, 38%. What were the patrons doing? - well a large percentage were doubtless returning books, others came for story hour, others accompanied friends, etc. But it does appear that the closeness of Manor Oaks Elementary School also allows the library to become a holding facility for children waiting to be picked up by parents or just passing time after school closes. So that the library does not become just a babysitting service, the staff at Hillside should put these afternoon hours to good use in programming - perhaps book discussion groups, or poetry workshops, or creative writing groups, etc. Certainly, anything of this magnitude will require more children's staff.

Time	Total	Non Student	Non Student	Male	Female	Pre School	GRADES K	1	2	3	4	5	6	7	8	9	10	11	12	College	Grad.	Satisfaction Yes	No	Partial
9-10	51	51		51							22	28	1									43	1	7
10-11	52	51	1	51	1							28	23									41	1	10
11-12	47	46	1	46	1								46									40	1	6
12-1	26	7	16	7	17	1					1					1				2	1	19	3	1
1-2	47	6	38	13	31	11	1												2	1		34	4	2
2-3	35	14	21	11	21	2	1								1		1		4	4		25	2	7
3-4	51	30	20	15	36						3	2	4	2	7	4	2	2		3		32	2	14
4-5	54	40	11	19	35			2		4	4	3	1	2	4		2	7	4	3		39	1	12
5-6	24	15	8	13	10									2	4		2		1	4		17	2	4
6-7	30	21	9	17	12				2			2	3		3		1	1	1	5		24	1	5
7-8	38	18	20	26	12				1		1			1	2	2		3	2	3		23	3	10
8-9	29	13	16	14	15							1		1	1	1		1	3	3		20	2	6
Total	*484	312	161	283	191	14	2	2	3	4	31	64	78	8	22	8	8	14	17	28	1	357	23	84

*384 patrons actually used the Hillside Library on October 21, 1974.
100 patrons remained in the library during overlapping time periods (i.e., from 10-12) and have been listed twice.

TABLE A

BUILDING USAGE SURVEY - MONDAY, OCTOBER 21, 1974

Time	Total	Non Student/Student		Male/Female		Pre School	GRADES												College	Grad.	Satisfaction		
							K	1	2	3	4	5	6	7	8	9	10	11	12			Yes	No	Partial
9-10	21	20	1	12	9			20													21		
10-11	37	37	1	22	15			18	19												33		3
11-12	19	19		10	9				19												15		3
12-1	8	5	3	3	5				1										1	3	6	2	
1-2	27	7	20	9	18						1	1				1				2	18	6	
2-3	36	21	15	12	24		1				2	2	5		2		1		1	2	23	2	9
3-4	43	31	12	14	29					2	3	2	5		8	1	1	2	2	3	28	2	12
4-5	40	30	10	14	26				2	1	2	2	5	3	5		2	1	2	5	29	2	8
5-6	39	28	11	9	27		1	3			1	1	2	6	3	3	3	1	2	2	30		9
6-7	19	10	9	9	8								1	1	2	2	2		1	1	14	2	2
7-8	23	13	10	10	10									1	2	2	1	2	3	1	16	2	3
8-9	17	6	10	9	6											1		1	2	1	9		6
Total	*329	227	102	133	186		2	41	41	3	9	8	18	11	22	10	10	7	14	20	242	18	55

*290 patrons actually used the Hillside Library on October 24, 1974.
39 patrons remained in the library during overlapping time periods (i.e., from 1-3) and have been listed twice.

TABLE B

BUILDING USAGE SURVEY - THURSDAY, OCTOBER 24, 1974

Time	Total	Student	Non Student	Male	Female	Pre School	K	1	2	3	4	5	6	7	8	9	10	11	12	College	Grad.	Satisfaction Yes	No	Partially
9-10	26	25	1		26						25											22		4
10-11	50	50			50							32	18									20	1	26
11-12	40	40			40								40									1	1	21
12-1	12	2	10	7	5							1								1		7	2	2
1-2	39	4	35	6	33											2					1	28	1	4
2-3	17	5	12	6	11								1						2	2		13		1
3-4	46	36	10	19	26		1		1	1	2	4	2	3	4	1	1	3	2	5		37		6
4-5	58	38	19	17	40	1		1		1			4		4	2		3	4	3	1	51	2	4
5-6	19	11	8	5	13						1		2		3	2		1	2	1		15	1	1
6-7	18	12	13	10	15				1			1	1		2	2	1		1	2		1		3
7-8	25	12	13	10	15			1	1	2				1			2	1		1	1	17	3	3
8-9	4	1	3	2	2														1			3		1
Total	*354	236	117	80	270	1	1	2	3	4	28	38	68	4	13	9	4	8	12	15	3	246	11	76

*320 patrons actually used the Hillside Library on October 25, 1974.
33 patrons remained in the library during overlapping time periods (i.e., from 1-3) and have been listed twice.

TABLE C

BUILDING USAGE SURVEY - FRIDAY, OCTOBER 25, 1974

TABLE D BUILDING USAGE

A. Description of Users	Hillside Public Library	
1. Sex	#	%
Male	405	40.74
Female	524	52.71
No Response	65	6.53
Total	994	
2. Student/Non-Student		
Student	648	65.19
Non-Student	337	33.90
No Response	9	.90
Total	994	
3. Grade Level of Students		
Elementary (K-6)	357	55.09
Jr. High School (7-9)	86	13.27
High School (10-12)	83	12.80
College	57	8.79
Graduate School	6	.92
No Response	59	9.10
Total	648	
4. Occupation of Non-Students		
Professional	57	16.91
Other White Collar	67	19.88
Blue Collar	20	5.93
Housewife/Mother	140	41.54
Retired	23	6.82
Unemployed	5	1.48
No Response	25	7.41
Total	337	

TABLE D (continued)

B. Patrons Present in Library at Stated Times

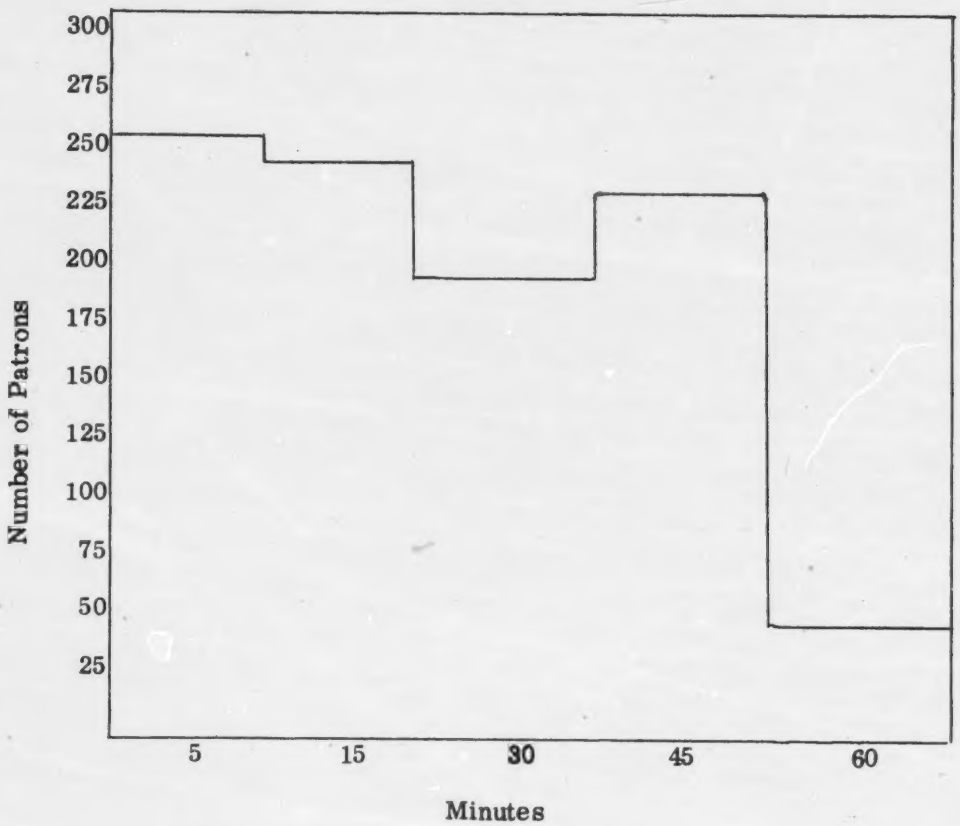
	#	%
9:00 - 9:59	98	8.39
10:00 - 10:59	139	11.91
11:00 - 11:59	106	9.08
12:00 - 12:59	46	3.94
1:00 - 1:59	113	9.68
2:00 - 2:59	88	7.54
3:00 - 3:59	140	11.99
4:00 - 4:59	152	13.02
5:00 - 5:59	82	7.02
6:00 - 6:59	67	5.74
7:00 - 7:59	86	7.36
8:00 - 8:59	50	4.28
	1167	

C. Satisfaction

Satisfied	731	73.54
Partly Satisfied	172	17.30
Not Satisfied	47	4.72
No Response	44	4.42
Total	994	

TABLE E

PATRON TIME IN LIBRARY



*28 patrons stayed over one hour in the library during the three day period and are not charted above.

TABLE F

HILLSIDE
CIRCULATION DISTRIBUTION COUNT

Date	No. of Users Entering Library	No. of Users Checking Out Books	% of Users Checking Out Books	No. of Books Circulated	Average No. of Books Circulated Per User
(Monday) October 21, 1974	384*	238	61.9	556	2.33
(Thursday) October 24, 1974	290**	125	43.1	335	2.68
(Friday) October 25, 1974	320***	199	61.9	464	2.33

* See Table A
** See Table B
*** See Table C

TECHNICAL SERVICES

INTRODUCTION

Technical Services at the Hillside Public Library includes all those behind-the-scene operations from the time a book is selected for purchase until that book is ready to be circulated or used by the library's readers. These activities include the ordering, receiving, cataloging and physical processing of the books. The efficiency of these operations contributes much to the overall success of the library's total program to its readers. The more staff time spent on these activities means less time available to work directly with the public to create meaningful library programs. To help make its formidable task of acquiring, cataloging and processing books more efficient and economical, Hillside, like every public library in Nassau County, can use the centralized technical options offered by the Service Center.

This report examines the current technical services at the Hillside Public Library and the use the Library makes of the processing services of the Service Center.

STANDARDS

While there are no national standards for libraries to follow in operating its processing activities, every library must keep the following files in order to maintain bibliographical control over its collection.

1. Outstanding order file - one complete file, preferably arranged by title, of all book and non-book materials on order from all sources. This file is checked before ordering each new title in order to eliminate duplication of orders and checked when a book is received to verify that the library did order it and received what was requested.

2. Order received file - a temporary file, preferably arranged by title that includes a record of each book received but not yet recorded in the card catalog. The purpose of this file is to eliminate unnecessary duplication of orders. This file, more often than not, is maintained with the outstanding order file.

3. Shelf list - a catalog of main entry cards arranged by class number for all materials owned by the library. Each card shows the number of copies in the library, location, and accession number of each book and often will include price of the item and source of purchase.

4. Public Catalog - record of library's holdings usually in card format, describing each item by main entry, title and subject. Some libraries divide these elements into three alphabetical sequences, while others interfile the three. Almost all libraries have two catalogs - one for the adult holdings and the other for the children's materials.

The Hillside Public Library maintains all of these standard records. The order file is arranged by title but occasionally an unwanted duplication is made. The Director indicated that the file is always current, and past duplications were probably due to title errors.

The shelf list is located in the Library's staff room and is rather difficult to work with since the drawers open toward the passageway between the workroom and staff room. It is suggested that this catalog be moved to the workroom where it will be more convenient for staff to work on and refer to as needed.

The Library maintains two dictionary card catalogs. One is in the adult area and contains main entry, title, and subject cards for all adult and young adult material. The second catalog is located in the children's section and has listings for all the juvenile materials. Filing in the catalogs is done by the Library's clerks without apparent revision by a librarian. An examination of the adult catalog uncovered many errors in the filing of author entries. This is quite serious since a reader, coming into the Library for a specific title, may mistakenly assume that the Library does not own it because the author card cannot be located. It is recommended that the Director go over the rules for filing catalog cards with all full time clerical staff and set up a schedule for the revision of the card catalog. This could be accomplished in a two month period.

PERSONNEL

The Director indicated that he spends about five to eight hours per week on processing operations and the clerks between 35 and 40 hours per week. Much of this time is spent on the cataloging of filmstrips and the preparation of their catalog cards. Since the Library absorbed the school library collection which had a large collection of filmstrips, the Director has tried to keep this collection current. The Library also purchases quite a few books directly from publishers and vendors and must catalog and process them locally.

PROCEDURES

The Library does not have a procedure manual for its technical services operations. Many small libraries find they can get along without one because one or two clerks are responsible for all the operations and know the details well. However, a procedure manual serves two purposes: 1) it can be used as a training tool for new staff members and 2) it can serve as an evaluation tool so that, from time to time, the Library can examine its operations to determine if each step is still really necessary. Hillside should therefore, plan to complete a manual of its procedures, including samples of all the cards, labels and stickers that are used in processing.

Hillside keeps its changes of class numbers assigned by the Service Center to a minimum. It does change biographies of athletes to the sports classification number in which the subject is involved. A special collection symbol is also added to mysteries, science fiction, historical fiction, and short stories, since these books are all shelved separately. In addition, there is a separate summer reading collection which needs special location designators.

When processed books are received from the Service Center, a clerk indicates price on the book pocket and book card, stamps date received on the book pocket, affixes a gold star on new non-fiction and pastes 14 day circulation stickers on the book pocket and book spine of all new fiction. The Library's name is then stamped on the top edge of each book and on the title page for identification purposes. Using a four station accessioning machine, the processor stamps an accession number on the book pocket, book card, title page and the shelf-list card of each copy of every title.

These operations are standard ones performed by all libraries. Hillside has held the amount of processing it must do for cataloged books to the basic essentials of library identification, book identification and location in the Library. All books received from the Service Center are ready to be circulated within 24 hours of their receipt.

PHYSICAL FACILITIES

The Library has one workroom in which all non-public duties are performed. This room also serves as the Director's office. At times, staff must do some of these processing duties at one of the tables in the reading area. The workroom has a total area of about 200 square feet including the passageway from the public area to the staff room. Along the 19 foot wall, there are built-in shelves and a custom-made counter. These seem to be ideal for the processing activities. One of the clerk's desk is jammed against the Director's desk. It is recommended that space be found for an office for the Director, so he can have some privacy in the performance of his duties. This vacated space could accommodate the shelf list and would allow the clerks more elbow room to perform their duties. It is unfortunate that the only access to the staff room is through the workroom, thus causing distractions to the workers, but it is apparent that this cannot be changed given the present library space.

USE OF CENTRALIZED PROCESSING SERVICES

The Service Center offers its member libraries a number of services intended to relieve them of many of the onerous details required to get material ready for circulation and to save them money by negotiating a higher discount for most books than they would receive by purchasing directly from commercial book suppliers. The Hillside Public Library, like every public library in Nassau County, can elect to use those services which are most helpful to it. It may have tried a service and decided to stop using it, because the disadvantages far outweighed the advantages. This section outlines these processing services and the extent to which Hillside makes use of them.

Book Purchasing, Cataloging and Processing

The primary service of the Nassau Library System Technical Services Department is to order, catalog and process those titles selected by each member library to be added to its collection. Centralized ordering enables the library to receive a larger discount for most books than what the library can get by ordering directly from book suppliers. Centralized cataloging and processing can save each library much time and effort in getting books ready for circulation. The use of this service varies among libraries; some use it for all books they purchase, while others may use it for only a part of their acquisitions.

According to the information supplied by the Library for its annual report to the Division of Library Development, Hillside spent $13,961.50 on books in 1974. The Service Center's accounts receivable ledger for Hillside totaled $8,727.31 in the same period. These figures show that Hillside purchased 61.7 percent of its books through the Service Center in 1974.

In the same annual report Hillside listed acquisition of the following number of books in 1974:

	Titles	Volumes
Adult		
Fiction	533	633
Non-Fiction	1426	1426
Total	1959	2059
Juvenile		
Fiction	91	91
Non-Fiction	279	279
Total	370	370
Total Books	2329	2429

Records at NLS show that Hillside purchased 1697 books from the Service Center, leaving 732 books it obtained locally. It purchased some new adult fiction books from Strand to take advantage of a discount and some paperback books from local dealers since these do not get the full cataloging and processing treatment. It also purchases books from other vendors that must go through the full processing cycle from their cataloging and classification through catalog card typing and reproduction to book pocket, book card, spine labels and jacketing processing. The staff time spent on these activities must be considerable.

While every library will find the need to purchase books from sources other than the Service Center from time to time, a library with a staff as limited as Hillside's should do this sparingly. While an order from the Service Center may take some extra time, this disadvantage is far outweighed by the advantage of the library receiving the books fully cataloged and processed. It is strongly recommended that the Hillside Public Library increase drastically the number of books it purchases from the Service Center so that only a few of their acquisitions have to be processed locally.

Non-Coordinated Orders

For current books, libraries must submit their orders by a designated due date established for each book selection source. Eacn month they may also order an established quota of new books on a non-coordinated basis. Hillside has a quota of 50 orders per month. In 1974, it sent 695 non-coordinated orders to the Service Center, slightly over its annual quota. This would tend to indicate that due to a lack of staff selection time, choosing volumes to be purchased is often delayed past designated due dates.

Cataloging Information Service

To help libraries in their processing of locally acquired books, the Service Center offers a Cataloging Information Service for the nominal fee of 25 cents per title

searched. The library submits the author-title-publisher information on a prescribed form to the Cataloging Division which searches its Official Catalog and the National Union Catalog for the cataloging information. If the information is located, the library receives either a complete set of cards, ten unit cards, or a photocopy of the NUC entry.

In cataloging the 367 adult non-fiction titles locally, Hillside requested information on 55 titles. The Library Director indicated that catalog kits are ordered for those books purchased from Doubleday, so it is unknown how many titles went through original cataloging at the Library. This report does not recommend that Hillside rely on CIS for a greater percent of its cataloging needs. Instead, the recommendation stated in the first part of this section is repeated. If Hillside would order a greater percentage of its books from the Service Center, it would have fewer titles to handle locally.

Other Processing Services

Hillside uses the other processing services to varying degrees. During 1974 a total of 148 BINY books were purchased. BINY is an NLS order and processing service that guarantees delivery of books most in demand within two days. To make the acquisition of annuals, yearbooks and other regularly published continuations easier for member libraries, the service Center issues a list of about 400 titles from which libraries may order on a standing basis so that each successive edition is automatically received. Hillside received 67 such titles during the year. The Library subscribes to one of the Doubleday book clubs through the Service Center and automatically received 36 selections during the year. The Library also uses the pamphlet service to a lesser extent; it received 30 pamphlets, with subject headings assigned, in 1974.

Union Catalog

The Service Center maintains an author/title union card catalog indicating the book holdings of each of the 53 member libraries. Processed books ordered through the Service Center are automatically entered. It is the responsibility though of each library to notify the Union Catalog of each adult non-fiction book acquired locally and of each book withdrawn. In 1974, Hillside sent to the Union Catalog 367 notices of new adult non-fiction titles acquired locally and 190 discard notices.

CONCLUSION

In a number of technical services areas, Hillside's operation is economical and efficient. Few changes are made on the processed books received from the Service Center, and a number of the centralized processing services have been used to the Library's advantage. However, this report points out certain areas that need major improvements. These include provision of a private office for the Director, complete revision of the card catalogs to eliminate filing errors, and diverting to the Service Center those books Hillside now orders directly.

A COMMUNITY RELATIONS PROGRAM

The Hillside Public Library, a school district library, has been plagued with a history of problems involving resistance to the passage of budget votes nearly every year plus a resounding defeat for the only bond issue placed before voters during the library's existence. Part of the trouble stems from the fact that a good many of the taxpayers are doubly taxed for library service (village residents also pay for the earlier-established New Hyde Park village library), that a sizeable portion of the population is made up of young families and senior citizens -- both groups find a rise in taxes a financial burden -- and that the community is faced with an economic crisis, along with the rest of the nation.

With the recently-assumed double function of the library, as both a school and a public library, young families with pupils enrolled at Manor Oaks Elementary School benefit most from this new role of the library and could therefore be more apt to vote for the annual library budget. To others in the district, the advantages of such a combination are less clear and may be non-existent. For instance, this situation offers disadvantages to the senior citizens -- less time to use the library during the day, less meeting space for senior citizen activities, less emphasis on senior citizen planning.

ONGOING COMMUNITY RELATIONS PROGRAM

THE PHYSICAL SETTING

1. Exterior -- The Hillside library is tucked away in a corner of a school building off Hillside Avenue, adjacent to a shopping area, in a relatively good location for public access. It is not as easy as it should be for the passing motorist, visitor, or new member of the community to find the library.

2. Interior -- Crowded stacks, inadequate seating and cramped office space make for obvious difficulties in providing good library service. Access to materials, provision of areas for study and research and available wall space for displays are all inadequate.

   There is no separate library meeting room space. Adult or Young Adult programs can be held in the library after hours or upon request for the use of the school auditorium. Small craft classes can be held during the day, after school use of the library.

COMMENT:

1. Additional space is a priority. When school classes occupy the library, the crowded, noisy conditions must be overwhelming. Exploration of more space within the school building should be considered as a possible immediate solution.

2. A street sign clearly indicating the location of the library should be provided as a directional aid to both visitor and resident alike.

PRINTED MATERIALS

The number of library giveaways is minimal. A newsletter, issued four times a year and mailed to school district residents has been dropped for budgetary reasons. A plan to issue library news on a page in the local paper, once a month, is being considered. Some shared-cost library bookmarks from the Nassau Library System are offered. There is no general brochure to indicate the services of the library. A directory of community organizations was compiled by the Hillside library some years ago.

COMMENT:

1. The quarterly newsletter, which is being dropped because it is too costly, should be replaced in a variety of ways:

   a. Keep the newsletter format for the once-a-year budget message. Issue an annual report in the form of a news roundup and use the school district mailing labels.

   b. Prepare a monthly library calendar of events produced by inexpensive printing means such as mimeograph or the shared-cost printing service offered at the Nassau Library System. Distribute widely -- at the railroad station, banks, senior citizen meetings, service clubs, churches, Welcome Wagon, etc.

   c. Provide a monthly column in both local papers.

   d. Design a new and distinctive library logo for the calendar of events, stationery and flyers. Involve the community by holding a logo contest. Publicize the winner and the new logo.

2. Produce an inexpensive, attractive library brochure listing services and hours. A model brochure, with prepared artwork, available through the NLS Public Relations office, is adaptable for individual library information. Distribute widely, as suggested in 1b.

3. Ask for help from Friends or the local Rotary in the preparation and printing of an annual directory of community organizations.

4. Add to the visibility and use of Nassau Library System booklists and brochures by providing them at the circulation desk and in a stand-up rack near the hall bulletin board.

5. Make increased use of the inexpensive bookmarks provided by the Nassau Library System, which advertise library hours, the return of books, voting "yes" for the library, the year's calendar, topical observations, etc.

PUBLICITY

Library news is issued at irregular intervals by the children's trainee and a part-time clerk, in addition to their other duties. The New Hyde Park Herald Courier, Illustrated News and the local Pennysaver (received as a paid advertisement) receive the news.

COMMENT:

News releases and Polaroid shots of the library-in-action (where useable) should be prepared and issued by the library on a regular basis to the above-mentioned news outlets.

- Feature stories -- on library events, personnel, exhibits --should be offered to add human interest to library services.
- Church and social organizational newsletters should receive the above-mentioned news and feature releases on the same basis as the local newspapers.
- Listings of calendar items should be submitted to Newsday, Long Island Press and the Long Island Business Review. A current and comprehensive listing of publicity outlets is obtainable from the Nassau Library System Public Relations office. Help in writing or issuing stories of special library significance (an anniversary observance, for example) may be obtained from the same source.

PROGRAMS

The winter holiday issue, 1974, of Hillside Library World lists seven programs for adults (one geared to parents on "Selecting Clothes and Toys for Children") and 15 programs for children in the four-month round-up for September, October, November, December. Programs are not particularly geared to Senior Citizens.

COMMENT:

Libraries of today, nation-wide and particularly in Nassau County, have assumed the role of community cultural and informational centers. Programming, geared to all age levels and all interests, should increase in quantity and quality. Programming should be considered a regular library service.

Through the newsletter, the library has sought suggestions for programming, from time to time, with little success. Perhaps suggestion sheets for programming offered at the railroad station, distributed door-to-door by Scout troops, sent to teachers in the high school, brought to community organization meetings, issued as a widely distributed news release (sent to the sources suggested earlier) might bring in a representative sampling.

Two committees should be formed to plan and execute programs.

a. Children's programs -- Committee should involve the Children's trainee, the Director, a member of the PTA, a board member, a teacher and a student -- as examples of a group representing the variety of audiences for whom the events are presented.

b. Adult programs -- the Director, a Senior Citizen representative, a member of the Friends group and civic and church representation should comprise the make-up of this committee.

Use of NLS resources for programming

a. Program file -- the library has a copy. New suggestions are offered monthly in Library Lines, the Nassau Library System administrative newsletter.

b. Monthly PR packets -- assembled by the PR office, these packets contain publicity flyers from all of the member libraries on their offerings. Calls or visits to those libraries whose programs may be of interest to the Hillside community should be made.

c. Film catalog -- new and exciting films are constantly being added for member library and organizational use. Film program planning is also available from the AV office.

Use local people, organizations and resources.

Programming should include outreach to such groups as Senior Citizens.

DISPLAYS, EXHIBITS

The severely limited physical accommodations of the library are painfully apparent when it comes to space for displays and exhibits. A circulation desk showcase, a children's bulletin board, and wall space above the stacks offer a narrow range of possibilities. Even with these limitations, Hillside, in the past, has offered interesting one-man art shows and collections from the NLS travelling exhibit service, as well as from professional and community resources. Most recently, the displays and exhibits have concentrated on items of interest to children. A written display and exhibit policy was adopted on March 7, 1962.

COMMENT:

A community committee (perhaps a subcommittee of the existing Friends group), working with a representative of the library, should be established to:

- Update the display and exhibit policy to provide standards for exhibits and shows. It should be presented to the Board of Trustees for approval and adoption.
- Plan exhibits and shows for the calendar year. (Consider an annual juried outdoor art show or a "Sunday painter" non-juried show open to all in the school district).
- Raise money to provide a lending collection of art prints.

COMMUNITY RELATIONS STAFF

The afore-mentioned staff members, the Children's trainee and a part-time clerk, are responsible for the community/public relations program, in addition to their other duties. They are both enthusiastic and conscientious in attempting to fill this responsibility. They are also hampered by lack of space, time, money and training skills in the field.

COMMENT:

The major community relations problems of the library -- inadequate space, materials, and lack of sufficient professional personnel to give adequate library service; the need to solve the double-taxation problem; and the need to redefine relationships with the New Hyde Park library are more than just a community relations problem and therefore will not be commented upon in this brief section. The following comments are based on the day-to-day operation of the library and the flow of information and communication with the community.

To insure consistency in communications with the public 365 days of the year, assignment of responsibility for the community relations program must be made.

The Director, a trustee and a staff member should work together in this area.

One person should be assigned as the regular contact with the media.

The Friends group and the local high school might be canvassed for talented artists and writers willing to help with news releases, flyers and the like for the library, under the guidance of the staff member delegated as the community relations specialist.

The community relations staff member should be encouraged to attend all NLS Public Relations workshops and make whatever visits are necessary to the PR office to familiarize herself/himself with the help and services available.

Space for preparing artwork, news releases, etc. should be provided at the earliest possible time.

COMMUNITY RELATIONS BUDGET

The sum of $1200 is allocated for community/public relations. Most of the expenditure has been used for the newsletter.

COMMENT:

The budget can be rethought in terms of use if the newsletter is discontinued.

Additional funding for programs, flyers and so forth should be sought from the Friends and the Rotary Club (which has been generous in the past).

Investigation into the possibility of library use of school district printing machinery should be undertaken.

TRUSTEE INVOLVEMENT

No trustee has the specific assignment for community relations nor is there a written Board policy.

COMMENT:

A survey report by Rothine Associate in 1966 states that "It must be emphasized that it is the legal responsibility of the school district library board to provide the best possible library service for the total school district area." This should be the first consideration of the Board in planning a written Board policy. Two libraries are hampered by the limited services they offer to the taxpayers. The Board, which over the years has attempted to correct the situation, should urge a single, unified library service, with renewed vigor by contact with the other library Board, the Division of Library Development and the Nassau Library System.

A written community relations policy should be prepared and reviewed periodically by the Board and the Director. Immediate and longrange goals, based on suggestions from a citizens committee, should be prepared. Guidelines for such a policy can be found in "Trustee's Reference Kit," LSCA Pioneer Library System In-Service Training Project --Rochester, New York (a copy is available in the System PR office).

A trustee should be assigned to the role of community relations advisor. He, along with the other Board members, should familiarize himself with contemporary trends in library service

- by tours of other Nassau County libraries
- by tours of the Nassau Library System
- by reading Library Lines, the System administrative newsletter
- by keeping up with professional literature -- Library Journal, American Libraries, Wilson Library Bulletin
- by exchanging information with other library trustees -- at System workshops, professional meetings (NCLA, NYLA, ALA)
- by joining trustee organizations (Library Trustees Foundation, American Libraries Trustee Association).

COMMUNITY INVOLVEMENT

The Friends offer some programs at the library. The community has little or no input into library planning. The library image in the community is weak. Communication between the two library Boards is non-existent; the two library directors maintain friendly communication. The library director is the President of Rotary but does not bring library materials to meetings.

FRIENDS

A new, enthusiastic Friends group has been formed in the last several years and has been helpful at budget time and somewhat involved in library programming. The ex-president has eagerly involved herself in a tour of the Nassau Library System, in a NLS Friends' workshop, and by bringing another member of the Friends to the ALA Friends program in New York last July.

COMMENT:

The Board, the Director and the Friends should work more closely together to arouse community interest in good library service and the correction of the current dual library situation.

Guidelines for developing goodwill and relations can be found in two excellent books: Friends of the Library, Sarah Leslie Wallace, ed., American Library Association, 1962, and The Library Trustee, Virginia Young, ed., Bowker, 1969.

Various ways of using the Friends have been suggested in the previous pages.

The library Board, the Director and the Friends should be actively "talking" library to local organizations. A team approach -- one person as speaker, another as resource person and library materials make an informative program package.

INTERNAL PUBLIC RELATIONS

There is no staff understanding of the chain of command or definition of individual responsibilities. With a changing staff (one resignation, two retirements) within the last few years, and a predominantly part-time scheduling, staff relationships seem obscure.

COMMENT:

Institution of a formal orientation for new staffers is advised.

A simple organizational listing of staff, hours, duties, chain of command, etc. could clear up confusions.

Staff should be encouraged to learn about NLS services through tours, attendance at workshops and availability of monthly issues of Library Lines.

RECOMMENDATIONS

A number of specific and general suggestions for a viable, year-round community relations program have been described on the preceding pages. These suggestions cannot be fully acted upon until such time as the library's status in the community is clarified and strengthened. Community relations, programming, personnel, budget and space -- in whatever amount -- cannot overcome the situation that exists. When the library role is redefined to the advantage of every user in the whole school district, community relations goals and objectives can provide a stronger library image and more meaningful programs and services for all.

CONCLUSIONS AND RECOMMENDATIONS

During the process of completing each survey, it becomes impossible not to be caught up in the prevailing staff spirit. In some libraries the zeal for accomplishing goals and inventing new service grounds is simply infectious. Other staff seem most akin to their friend in nature - the beaver - and are intent upon completion of endless tasks. Call it staff morale or spirit or whatever but "enthusiasm" may register the idea most clearly. Of enthusiasm - Wheeler & Goldhor say (p. 41) - "a widespread enthusiasm among the staff adds to its satisfaction and to still better service" and again on page 85 in describing desirable qualities for a librarian, they list as the first prerequisite - "enthusiasm." How intangible is that trait called "enthusiasm" but how vital. Even in citing desirable qualifications for trustees, Wheeler & Goldhor, although moving away from use of the word "enthusiasm" actually describe what follows in its wake, i.e. an "ability for leadership and for accomplishing worthwhile things" and a "willing(ness) to work even against opposition, to push the library ahead."

At the Hillside Public Library, with seemingly insurmountable problems - a lack of space, a conservative constituency, legal difficulties with boundary jurisdiction, past budget defeats, a low support level, inadequate staff, the list is endless - there is very little of that key ingredient "enthusiasm" to be found. Before anyone concludes otherwise, it should be known that enthusiasm is not a replacement for reality but could be the catalytic agent needed to bring about change.

Reinvesting the total organization with enthusiasm - all the way from the Board, to the Director, to the staff - must begin with an honest decision for the question - "Does our community really want a library?" It is not an easy question to answer because "want" must be equated with an affirmative "will support" from the citizens of District #5. In asking citizens to support a library at a relatively high rate of taxation though, there must be an equal rate of return in terms of services offered. That is to say, the community must clearly see that money spent brings them quality services purchased. Thus in order to answer the question - "Does our community really want a library?" - the Board must be able to honestly answer - "Are we willing to provide services equal to the community investment?" Should the answer to either of these vital questions be "no," then the Board has no recourse except to move to disband the library.

Part of the process of arriving at answers to the two questions posed should also include careful study and review of the following recommendations which are being suggested on the basis of the study of the present operation, of user patters at the library, and of interviews with all staff and one trustee. Each recommendation should receive review by the Board and the staff before acceptance or rejection as the real decision making process rests with them not with an outside consultant team. One of the disadvantages of such a team is the group's relatively short

acquaintance with the local situation. Consequently, the Hillside Public Library planners must weigh each suggestion in light of their awareness of local needs and concerns and adapt changes where appropriate, modifying other suggestions to custom fit the area.

MAJOR RECOMMENDATIONS

1. Begin negotiations with the Division of Library Development, Nassau Library System and the Board of New Hyde Park to end the double taxation situation.

   Although past overtures to solve the jurisdictional conflicts between the Hillside Public Library (a school district library) and the New Hyde Park Public Library (a village library) have met with little success, it is imperative that both Boards sit down and come to terms for the best possible arrangement for all concerned citizens. As the jurisdictional situation now stands, the service area of the New Hyde Park Public Library is covered by U. F. S. District #5 (Hillside Public Library) and by U. F. S. District #16 (Elmont Public Library). But the citizens residing near the present New Hyde Park Library deserve consideration in the placement of their library facility, so the solution may be to provide a branch or reading station for the southern extremities of District #5. Another possibility would be bookmobile service for the east and south regions of the district. Certainly, the possibility of relocation of the present Hillside Public Library to a more central part of the District should also not be discounted. In all cases, the negotiating cannot be entered into with other then receptive attitudes, open to all possible solutions. Additionally, it would be deceptive to conduct any discussions on such vital issues with piecemeal goals in mind - that is to say that shared meetings and shared publicity are nice but only serve to postpone the inevitable solution for what to do with overlapping territory. If the New Hyde Park Public Library is to affiliate, then they should seek one or two Board positions on the Hillside Public Library's Board of Trustees so that their residents continue to have an active part in setting public library policy.

2. Contract for a Site Study.

   Although the present facility is on a heavily traveled artery in District #5, it is not centrally located to the majority of citizens and for that reason alone may be having difficulty with budgets and community public relations. Past difficulty with a bond issue may have been caused by a multiplicity of reasons - including: 1) the site of the addition, 2) premature vote taking before citizens were well informed, 3) misunderstanding among voters about the method to use to clear up the jurisdictional problem with double taxation, etc. The past defeat of one building campaign should not continue to cloud the future of the present library though. Beginning to deal effectively with the chronic need for more space must begin somewhere and the site study is a logical choice. In moving toward any construction, the Board and staff of the Hillside Public Library should work with the NLS community relations consultant for advice on effective ways to minimize the adverse publicity that followed the last attempt. Considering the expiration date of the present lease (October, 1976), the Board should plan now for alternatives in housing which could, of course, be found through rental or lease/purchase arrangements rather than construction.

3. Appoint a Citizens Committee to Advise the Board

Such committees serve many purposes. They can be representative of various age groups in the community - from young adults to senior citizens; of various family situations - from young families with school-age children, to maturing families with children away at school, to single individuals; of various social and economic strata in the community; of varying educational backgrounds, etc. Essentially, such committees give library planners close contact with the variety of needs represented in their service area. From this direct communication, library goal setters can better formulate service objectives that are vitally needed in the locality. The committee should also be a two-way street for communication, so that the representatives are aware of the cost of the various services being proposed or those being carried on. At Hillside with difficulty in budget votes, with the issue of double taxation, with unrest among PTA'ers over the lack of a media center at the Manor Oaks Elementary School, with the ever present need for a larger facility, etc., the reasons for communication are all too obvious. Community involvement is basic to community acceptance. Certainly, the committee can play an active role in seeking gifts and contributions for the facility change and can also help sell the idea of a need for the school district library among the residents who now are doubly taxed.

4. Construct a written set of Bylaws for Operation of the Board of Trustees

Sample Bylaws can be found in Virginia G. Young's The Library Trustee: A Practical Guidebook (p. 197-200) and in the Library Trustees Foundation of New York State*"Recommended Form of Bylaws for Library Boards," both available from the Nassau Library System. In addition sample Bylaws of various public libraries are also available through NLS. Once completed the Bylaws should, according to Robert's Rules of Order, Revised, be in the possession of the secretary "at each meeting."

5. Complete a Cost Study of the Joint School/Public Library Operation

The absence of a contract stating the monetary exchange that ought to occur between the Manor Oaks Elementary School and the Board of Trustees of the Hillside Public Library is an unsatisfactory arrangement that should not continue without analysis of the actual cost being incurred by the Hillside Public Library and thus the taxpayers of District #5. Such analysis should be conducted without consideration for the lease arrangements that are binding on both parties by the terms of another contract. That is to say that the cost of custodial service, heat, light, water, building maintenance, etc. cannot be considered remuneration by the School District for the joint library since all of these items are part of the legally binding terms of the lease contract. With the short staff levels that exist when the library is open to the public, a careful look at the provision of staff from the public library for operation of the school facility is definitely in order. The same holds true for the book budget which is at a low level, according to the standards, in terms of satisfying patron requests and should not be further depleted by expenditures for school curriculum use.

6. Separate School/Public Library Functions in All Statistical Records

Presently, circulation, staff hours, hours of access, budgetary records, etc. are combined with no distinction made between the school and the public library

*now known as the New York State Association of Library Boards

activity. In order for the Board to see what activity is strictly devoted to public library utilization, all record keeping should be separate. Certainly, the information submitted to the Division of Library Development should not reflect circulation during school hours, nor staff hours when the public is restricted from the library, nor hours of access when school traffic only is allowed admittance. With the separation of statistics, the process of costing out the school library portion of the operation will be easier to calculate.

7. Employ 4 Professional Librarians

In order to meet minimum standards of service, the Hillside Public Library must add to its professional staffing. Distribution of the four positions could logically be - 2 for reference, 1 for children's, and the fourth, half time in children's and half time in young adult. Such an arrangement would free the Director for conducting his administrative obligations, participating in community relations activities, planning for future needs of the library, etc. Additional positions will allow for staff participation in the continuing educational opportunities available at the Nassau Library System. Clearly, a decision to create additional professional positions will require review of salary scales in order to arrive at a level which will attract the caliber of staff needed to do the job at hand.

8. Create a Staff Organization Chart and Job Descriptions for Each Position

Assignments and areas of responsibility are unclear to most of the employees at Hillside indicating that delegation of responsibility is needed so that one person is Head of Circulation, for instance, and has clerical personnel reporting to him/her. As a general rule, each employee should have only one boss to report to unless, for instance, an employee is assigned part time to the Head of Circulation and part time to the Children's Trainee. One of the clerical personnel should be selected to supervise page employees and should also be responsible for their training. Another clerical person should have responsibility for answering the telephone and making certain that Ready Reference Requests are passed on to a professional staff member. Definitely, it should be clear which staff member is responsible for the total operation in the absence of the Director. Definite assignments should be made to each employee so that slack periods are occupied in completion of on-going projects - such as revision of the card catalog, pulling cards from the catalog and the shelf list for weeded titles, working on replacement searching, etc. In effect then, the process of drafting the staff organization chart and detailing the duties of each employee will be meaningless unless the written plans are executed in the workday environment.

9. Develop an Outreach Program

From census information that is available to assist in describing the community that the Hillside Public Library serves, it is plain that there is a sizeable blue collar population, a large low to middle income group, a growing group of senior citizens, some racial variety, etc. all combining to offer challenges to the library planners at Hillside since providing service to many of these groups will mean breaking with traditional concepts of library service and moving into the mainstream

of community life to offer assistance. With the building usage survey confirming that only one third of the current usage of the library is by non-students, the task ahead is clear - i.e. to begin to attract more adults into utilization of the library materials, facility, and services. A beginning approach is outlined in the section on "Library Use By Organizations" (pp. V-30-31.) but variety and inventiveness beyond that mentioned is called for. All of these planning activities and extra projects will require the use of the extra professional personnel mentioned in recommendation 6. Possibilities for seeking new readership include extra mural collections, providing library speakers for various groups, promoting use of the Talking Book Service, beginning to work with Adult Independent Learners, starting an Information & Referral Service - the possibilities are there but require staff time and budget commitment.

10. Increase Programming for Young Adults and Adults

Throughout the study of the Hillside Public Library, it was evident that the children of District #5 are offered a wide range of program possibilities including craft classes, story hours, film programs, summer reading club activities, etc. On the other hand though, there is little that is offered for either young adults or adults and some readjustment must be made so that services are equitable for all age groups. Definitely, in planning for future building needs, separate meeting room space is a necessity so that programming is not dependent on the school time schedule. But in order to garner support and enthusiasm for any building change, the library must begin now to offer items that please its constituency. One of these items is increased programming, as clearly indicated through the questionnaire circulated during 1973 to local residents. Of great assistance in planning program possibilities is the Nassau Library System's Program Resource File.

11. Inventory the Library's Present Holdings

According to the Director, the last inventory of the book collection was made before his arrival in 1966. In the almost ten years since 1966, changes have occurred in the collection that would preclude a program of heavy book acquisitions being undertaken until a true picture of the present collection is available. Sections of this report have dealt with the pressing need to weed, the necessity of a replacement project, and other general maintenance needs of the collection. A beginning for this maintenance project would include an inventory so that the actual status of the collection, its strengths and weaknesses, would be evident and would offer clues for continuing collection development. A major project such as an inventory might involve recruitment of volunteer assistance.

12. Streamline the Overdue Procedures

The present policy begins the overdue mailings some 7 to 10 days after a book is overdue and follows through with this 1st notice and 4 others, then calls are made to each overdue patron, and finally a certified letter is sent to patrons owing more than $5. The cost in staff hours, mailing expense, paper expense, message units, etc. must be very high. Other libraries have begun to conclude that 2 to 3 notices represent what could be considered a reasonable expenditure of time, money, and effort to retrieve overdue volumes. The Board and staff

need to compare cost figures of the present method with the rate of return and see if the point of diminishing returns is not soon reached under the present policy, thus making changes and simplification desirable.

13. Improve the Total Public Relations Program of the Library and Re-Institute the Newsletter

The details of the recommendations are fully explored in Chapter VII, and so will not be repeated here except to say that the Hillside Public Library cannot afford to economize by ceasing publication of their District newsletter. The Hillside Library World is a vital means of communication with the public the library serves and since it has already been seen in numerous instances that communication will be crucial in future efforts made to solve some of the problems now facing the library, it is desirable to retain the major vehicle for such communication - i.e. the newsletter. By working with the NLS community relations consultant, some economies in publication could be effected that might retrieve the newsletter from a budget cut that would phase it out of existence. Failure to repeat other recommendations in Chapter VII should not be misconstrued, for the success with which that program is accomplished will determine the extent to which the entire program can be carried forward.

14. Revise Budget Preparation Procedures

Throughout the report, it has been mentioned that there are no separate budget breakdowns for expenditures in the children's section, in the adult section, in audiovisual purchasing, in the young adult section, etc. Such a policy encourages purchasing on a demand basis and results in warped collection development. Preplanning for a library of any size is a necessity and for a library serving almost 25,000 people, it should be accepted practice. Given definite budget figures, the department head in the children's section could realistically map out purchase necessities and priorities, without second guessing and thereby either under expending or over expending. Certainly, if many of the more costly items in this report are to be incorporated into a budget, much preplanning is needed to establish a time table for implementation and not overpower the budget all in one year's time, thus insuring defeat. Many needed items have never found their way into a budget at Hillside - such as programming funds, community relations expenditures, etc. - and must have a place made for them. All of these factors pinpoint a need for more detailed budget preparation than is evident presently.

15. Project the Funding Required

Establish the rate at which each of the suggestions above and below will be accomplished (or at least will be planned to be accomplished) and determine the funding that will be required at each step of the way. Develop the methods that will be employed in acquiring the funds. Possibly the method selected of acquiring the funds will determine the rate at which the moves will be accomplished.

16. Prepare the Voters for an Increase in Cost

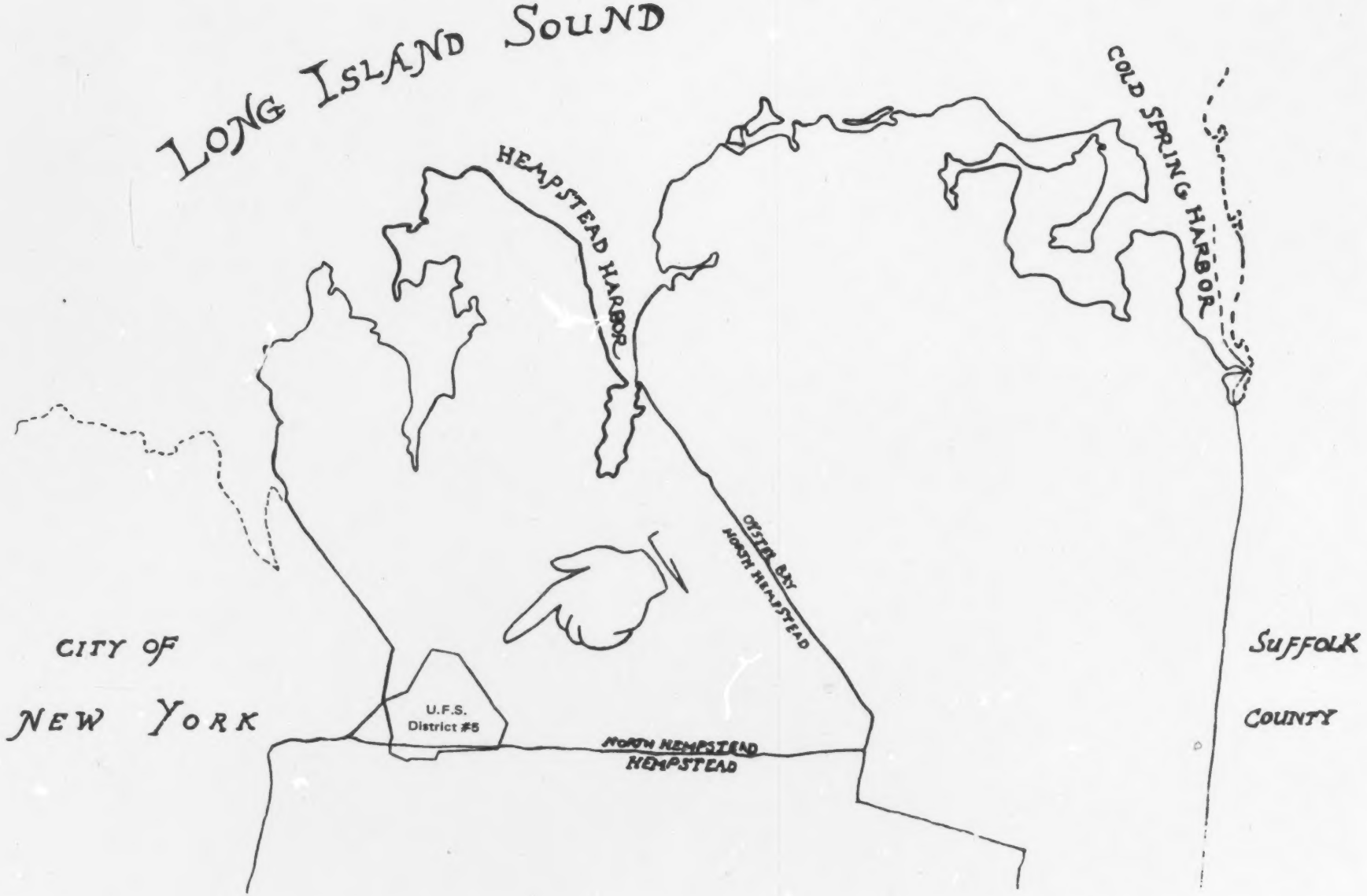
Information from the Director indicates that District wide mailing of flyers precedes each budget vote. And yet to gather support for a major rise in

budget during this time of economic pinch, a one flyer campaign is insufficient. Movement in this area could begin with releases being submitted to local newspapers summarizing the results of the survey and the recommendations accepted by the Board of Trustees. Each group attending library-sponsored programming should also be alerted to the library's budget needs. Certainly, the citizen advisory group should play a key role in communicating needs to the community. The library should also find the services of the NLS public relations consultant staff helpful in the campaign to prepare the voters for rising costs. Perhaps the "yes" bookmarks available through NLS public relations would also prove useful toward this end.

17. Investigate Options for Securing Additional Parking

Until some future arrangement can be made about the library facility itself, a temporary or at least budgetarily feasible arrangement should be made for securing additional parking for patron convenience. Since there is teacher parking at the opposite end of the Manor Oaks Elementary School, the Board should investigate the possibility of using these spaces after 3:30 each afternoon and all day Saturday for library patrons. If such an arrangement could be worked out, an appropriate sign explaining the available parking would have to be posted. Of course, if the school district would share some of the burden of expanding the present five car area, this would be the more logical choice. A large amount of money should not be expended on the parking addition though until the site survey has been completed; otherwise, the money the public library would expend would go for improvement of school property which might not prove the final home for the Hillside Public Library.

Unless it appears to be otherwise, the recommendations from number 2 - 17 are made regardless of what the outcome of recommendation number 1 is. Simply stated, all of these sixteen suggestions and those many more that appear throughout the survey are based on the belief that the Hillside Public Library of New Hyde Park is chartered to serve all the residents of U. F. S. District #5 without regard to their possible residence in the village of New Hyde Park. The service package, staffing, collection, and facility should therefore meet the minimum standards needed for a population base of 24, 866.


LONG ISLAND SOUND
HEMPSTEAD HARBOR
COLD SPRING HARBOR
OYSTER BAY
NORTH HEMPSTEAD
CITY OF
NEW YORK
U.F.S.
District #5
NORTH HEMPSTEAD
HEMPSTEAD
SUFFOLK
COUNTY

NASSAU COUNTY

SHOWING LOCATION OF SCHOOL DISTRICT 5
HILLSIDE PUBLIC LIBRARY

HILLSIDE PUBLIC LIBRARY

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Please return by November 8 to either of the following libraries:

Hillside Public Library
Mr. Stanley Itkin, Director
1950 Hillside Avenue
New Hyde Park, N.Y. 11040

or;

New Hyde Park Public Library
Mrs. Caroline Vinokur, Director
1420 Jericho Turnpike
New Hyde Park, N.Y. 11040

The Hillside and New Hyde Park Libraries would like to evaluate their services in relation to the needs of the organizations in the community as part of a larger survey of their total service programs. Will you please take a few minutes to complete this questionnaire?

Name of Organization, Agency, School, Church, etc.

_____

Address _____

In which of the following would you classify your group?

___Business
___Cultural
___Educational
___Fraternal
___Governmental
___Health (Physical)
___Health (Mental)
___Intergroup
___Labor
___Political
___Professional
___Recreational
___Religious
___Senior Citizen
___Service
___Social
___Veterans
___Vocational
___Welfare
___Other (specify)

What age groups do you serve?

___Children (pre-school)
___Children (school to 13)
___Young Adult (13 to 19)
___Adult (20 to 60)
___Adult (over 60)

Do you read the Hillside Library Newsletter? ___Yes ___No

Please check (✓) those services you now receive and star (*) those services you would like to receive.

___Collection of books and pamphlets on deposit
___Materials for the handicapped
___Reference Service
___Reading lists for general distribution
___Specialized reading lists
___Exhibits of books and pamphlets
___Talking book service
___Film lending service
___Filmstrip lending service
___Cassette lending service
___Opportunity to preview films
___Loan of recordings(music and spoken)
___Program Help
___List of speakers
___Book or film discussions
___Use of meeting room
___Other (specify)
___No service

Please add any comments you wish.

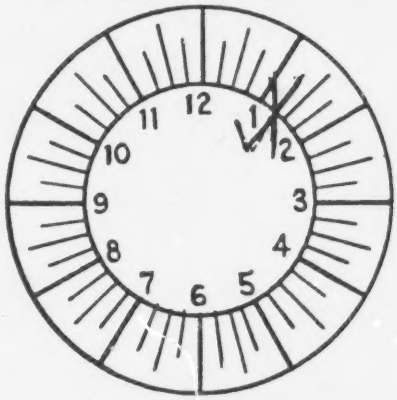
_____
Name of person answering questionnaire

INSTRUCTIONS FOR BUILDING USAGE SURVEY

You must station a person at a small table at the entrance for the entire time the library is open on the three chosen days. That person is to mark the time of arrival of each patron with a red pen or pencil, give the patron a ticket, and ask him to return the ticket when he leaves the building. Library employees and delivery men are exempt. But small children who come with an adult should receive tickets. If a person uses the library twice within the same day, he is to be given a ticket for each visit. If he comes every day of the study, he gets three tickets.

Each ticket is stamped with the face of a clock which is divided into 15-minute segments. It is not imperative that you record the exact moment a person enters and leaves. Just note in which of the 15-minute intervals he arrived and departed. You indicate this by drawing a line between the appropriate segments. For example, if a person entered at 7:50, put a line between 7:45 and 8:00. When he leaves at 8:30, draw a line between the 8:30 and 8:45 mark.

Building Usage Survey
User Ticket



CHECK:

☐ Student (Grade)
☐ Non-student

What is your occupation?

_____

☐ Male ☐ Female

Did you find the library materials or information you wanted?

☐ Yes ☐ No ☐ Partially

For those persons who arrive and leave within the same 15-minute interval, draw an X through that segment. See the illustration above at 1:00 and 1:15.

The tickets are to be collected from everyone exiting and the time noted. If a person has mislaid his ticket, ask if he remembers what time he arrived. Take another ticket, and record the estimated arrival and departure time. If he cannot remember, note the departure time, and write D beside the time.

For those persons who may refuse tickets, we recommend that the monitor fill out the ticket and write a brief description of the person such as "old lady with shopping bag." Hold the ticket until the person leaves. At that time the departure is recorded.

At the end of the day, group all the tickets used together with a rubber band. Place a ticket identification card on top of each pile.

Ticket Identification Card

Date _____

Usage Day _____ (light, medium or heavy)

Hours Open _____ A.M. to _____ P.M.

INSTRUCTIONS FOR CIRCULATION DISTRIBUTION STUDY

Circulation Distribution

On the same three days representing heavy, medium and light usage, give copies of the white Circulation Distribution Form to attendants at the main charging desk before the library opens. Also supply the charging desks with the accompanying instruction sheet.

Some libraries charge books, records or films from individual departments bypassing the main circulation desk. If your library follows such a procedure, give copies of the green Circulation Distribution Forms to each department which charges materials for use outside the building. Also give each of these departments the accompanying instruction sheet. Check to make sure that the instructions are being followed and collect these forms at the end of each day.

Instructions for Circulation Distribution Form

Place this form next to your charging machine. Mark / through the appropriate number on the form which corresponds with the number of items checked out by each patron. For example, patron 2 checks out six items. Put a line through like: ⊘. Each patron will account for one line. If two persons appear to borrow on the same card -- a mother checking out adult and easy reader books -- count this as a single charge. When in doubt, consider each card or transaction as one patron.

For those persons who borrow more than 11 items, write the total number of items in the last column. It is not necessary to distinguish between books and other library materials.

Count renewals as new circulations, but do not count inter-library loans or films borrowed from a film circuit on these sheets.

Stop when you reach the last patron number on the form, or when you have tallied all circulations for a day.

Name of Library _____

Department _____

CIRCULATION DISTRIBUTION FORM

CIRCLE USAGE DAY ... light, medium or heavy Date _____

Patron	Number of Items Borrowed										
1	1	2	3	4	5	6	7	8	9	10	11+
2	1	2	3	4	5	6	7	8	9	10	11+
3	1	2	3	4	5	6	7	8	9	10	11+
4	1	2	3	4	5	6	7	8	9	10	11+
5	1	2	3	4	5	6	7	8	9	10	11+
6	1	2	3	4	5	6	7	8	9	10	11+
7	1	2	3	4	5	6	7	8	9	10	11+
8	1	2	3	4	5	6	7	8	9	10	11+
9	1	2	3	4	5	6	7	8	9	10	11+
10	1	2	3	4	5	6	7	8	9	10	11+
11	1	2	3	4	5	6	7	8	9	10	11+
12	1	2	3	4	5	6	7	8	9	10	11+
13	1	2	3	4	5	6	7	8	9	10	11+
14	1	2	3	4	5	6	7	8	9	10	11+
15	1	2	3	4	5	6	7	8	9	10	11+
16	1	2	3	4	5	6	7	8	9	10	11+
17	1	2	3	4	5	6	7	8	9	10	11+
18	1	2	3	4	5	6	7	8	9	10	11+
19	1	2	3	4	5	6	7	8	9	10	11+
20	1	2	3	4	5	6	7	8	9	10	11+
21	1	2	3	4	5	6	7	8	9	10	11+
22	1	2	3	4	5	6	7	8	9	10	11+
23	1	2	3	4	5	6	7	8	9	10	11+
24	1	2	3	4	5	6	7	8	9	10	11+